

Meridian Mail Compact Option

System Administration Guide

Publication number:	555-7001-333
Product release:	11
Document release:	Standard 1.0
Date:	November 1997

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Printed in Canada

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Publication history

November 1997

Manual released as Standard 1.0. This version of the Meridian Mail Compact Option System Administration Guide is intended for Meridian Mail Compact Option Release 11 base software.

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Chapter 7

User administration—an overview

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Section A **Introduction to User Administration**

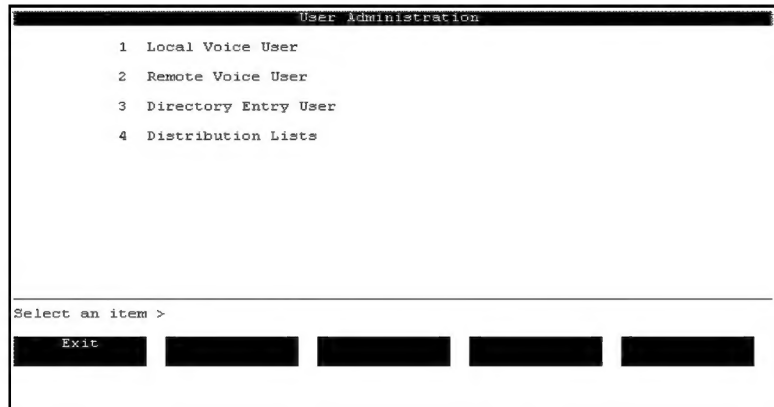
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The User Administration menu

The User Administration menu

This is the User Administration menu, the starting point for all user administration tasks. In this example of the screen, the Enterprise Networking feature is installed.



Local Voice User

This menu item allows you to add, view, modify, and delete local voice users. Local voice users have mailboxes on your local Meridian Mail Compact Option site.

Remote Voice User

This menu item is displayed if the Enterprise Networking feature is installed. It allows you to add, view, modify, and delete remote voice users. Remote voice users are users at remote sites that are added to your local site's database.

Directory Entry User

This menu item allows you to add, view, modify, and delete directory entry users. Directory entry users do not have mailboxes.

Distribution Lists

This menu item allows you to add, view, modify, and delete distribution lists. Distribution lists are used to send messages to a number of people.

Related chapters

This table directs you to the chapters that contain information about each of the items in the User Administration menu.

For the following option	Refer to
Local Voice User	Chapter 8 , “ Local voice users ”
Remote Voice User	Chapter 9 , “ Remote voice users ”
Directory Entry User	Chapter 10 , “ Directory entry users ”
Distribution Lists	Chapter 11 , “ Distribution lists ”

Types of users

Three types of users There are three types of users that you can add to Meridian Mail Compact Option:

- local voice users
- remote voice users
- directory entry users

Local voice users Local voice users have extensions on the local switch.

Local voice users have mailboxes with call answering and voice messaging capability. This means the following:

- If the user is away from his or her phone, callers are forwarded to the user's mailbox to leave a message.
- The user can compose and send voice messages to other users.

Voice Messaging interface

The MMUI interface is set up when the customer is added.

Interface	Description
MMUI	This is full-featured Voice Messaging that provides users with call answering and voice messaging capabilities.

Remote voice users Users can be added as remote voice users only if the Enterprise Networking feature is installed.

When you add a user who is located at a remote Meridian Mail Compact Option site as a remote voice user, you are adding that user to your local user database.

Benefits

The benefits of adding users at remote sites to your local site's database as remote voice users are as follows:

- Whenever a user at the local site addresses a message to a remote voice user, the remote voice user's personal verification (spoken name) is played.
- Local users can use Name Dialing and Name Addressing to call and compose messages to remote voice users.
- While listening to a message left by a remote voice user, a local user can use Call Sender (press 9 on the keypad) to immediately call back the originator of the message.
- External callers can name-dial remote voice users (if this feature is enabled).
- Remote voice users can be added to distribution lists.

Types of remote voice users

There are two types of remote voice users.

User type	Description
Permanent	Permanent users remain on the system until you delete them using User Administration.
Temporary	If the number of temporary users exceeds the maximum, those who have not been active for a long time are automatically deleted by the system during nightly audits.

Directory entry users Directory entry users are registered in the Meridian Mail Compact Option directory. However, they do not have mailboxes. This means that they do not have access to call answering or voice messaging capability.

They can, however, be reached by features such as Name Dialing and Thru-Dialers.

Example

You have added Rupert Haynes as a directory entry user. If he does not answer his phone, callers are not forwarded to Meridian Mail Compact Option in order to leave a message. He also cannot compose and send voice messages to other users.

However, when a caller accesses a thru-dial service and enters Rupert's extension (or name, if name dialing is used), his phone rings.

Distribution lists

Description

A distribution list is a list of mailbox numbers. When you enter the distribution list number during message composition, the message is sent to all of the mailbox numbers in the list.

Distribution lists, therefore, make it easier and quicker to address messages to groups of people. Once the distribution list has been created, you only need to enter one number during message composition (the distribution list number).

Personal versus system distribution lists

Users can create their own distribution lists from the telephone set. These are known as personal distribution lists.

The distribution lists that you create through User Administration are system distribution lists, and are created and maintained by the system administrator, not users.

You can add up to 120 mailbox numbers to a system distribution list. Users can add up to 99 mailbox numbers to personal distribution lists.

Limitations and guidelines

Nightly audits

Meridian Mail Compact Option performs a system audit every day at 2:30 a.m. This audit can take anywhere from ten minutes to two hours. The more changes that have been made to the system since the last audit, the longer the audit will take.

ATTENTION

Do not perform user administration during the nightly audit. Doing so may cause loss of service.

Support for multiple appearance DN

**Description:
MADN**

A Multiple Appearance DN (MADN) is a directory number (DN) that is programmed on several phone sets.

Usage

Multiple Appearance DNs are typically used in customer support environments in which you want to ensure that calls are answered. MADNs allow more than one call to be handled at a time.

How MADNs work

A call to a multiple appearance DN rings a number of phone sets, increasing the chances that the call will be answered.

The primary phone

The telephone set on which the MADN is programmed as key 0 is considered the primary phone.

Example

DN 5000 is programmed on four Meridian 1 terminal numbers (TNs):

- DN 5000 is programmed as key 3 on TN 0-0-1-0.
- DN 5000 is programmed as key 4 on TN 0-0-5-7.
- DN 5000 is programmed as key 0 on TN 26-0-4-2. This is the primary phone.
- DN 5000 is programmed as key 1 on TN 26-0-4-3.

A call comes in to the customer support center. All four telephone sets ring.

When someone answers the call, the other phones stop ringing. When another call comes in on DN 5000, the three remaining telephone sets ring even though the first call is still in progress.

**How Meridian Mail
Compact Option treats
MADNs**

Multiple appearance DNs are treated as one DN by Meridian Mail Compact Option. How the primary phone is programmed determines what happens to a call when it is not answered in the predetermined number of rings or when all telephones are busy.

**Programming
requirement**

The primary phone must be programmed to forward to the voice messaging DN on busy and no answer conditions. Otherwise, calls will not get forwarded to Meridian Mail Compact Option when all telephone sets are busy or when a call goes unanswered.

Section B **New user planning**

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Overview

Introduction

This section describes how to plan the task of adding users to a newly installed system.

Planning tasks

Before you begin adding users to your system, you should do the following.

1. Identify the types of users that you will be adding to the system.

Will you be adding remote voice users or directory entry users, or both, in addition to local voice users?

2. Classify local voice users into categories that serve as the basis for your classes of service.

[See “Class of service planning” on page 7-15.](#)

Class of service planning

Introduction

Classes of service (COSs) act as templates to simplify the process of adding and maintaining local voice users.

When you create a class of service, you specify three types of information about the users to which the class of service will be assigned:

- which features are enabled/disabled
- limitations and attributes
- which restriction/permission lists are applied to certain features

When you assign a class of service to a user, all of the attributes defined in the class of service are applied to the user.

When you modify a class of service, all users who are assigned to that class of service are immediately updated.

Example

These are some of the limitations and attributes you can specify:

- maximum lengths for composed and call answering messages
- maximum voice storage limit
- how long read messages are stored before being deleted
- whether invalid personal distribution list addresses are automatically deleted

You can assign restriction/permission lists to features such as

- Extension Dialing
- External Call Sender
- Custom Revert

When to create classes of service

Because each local voice user must be assigned to a class of service, classes of service must be defined before you begin adding local voice users to your system.

Classifying users

Classify your users into types, and then create classes of service that meet the needs and requirements of each type.

Example

You might create classes of service for different departments or jobs, or both, that have different usage profiles and requirements:

- Sales
- Engineering
- Marketing
- Manager
- Secretary

See also

For more information about classes of service, see Chapter 25, "Class of Service administration".

Chapter 8

Local voice users

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Section A **Adding local voice users**

In this section

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Integrated mailbox administration

Description Integrated Mailbox Administration (IMA) is a feature that allows you to add mailboxes for users at the Option11C Compact terminal. In X11, this feature is known as Voice Mailbox Administration (VMBA).

Other types of users The following types of mailboxes and users cannot be added using (VMBA) and, therefore, must be added through User Administration in Meridian Mail Compact Option:

- remote voice users
- directory entry users

Fields you cannot change in User Administration If you add mailboxes using VMBA, you cannot modify any of the following fields in Meridian Mail Compact Option User Administration. These fields are controlled by VMBA on the Option11C Compact.

X11 Field	Meridian Mail Compact Option Field
DN	Mailbox Number, Primary DN
VMBA Class of Service	Class of Service
CPND Name	Last Name, First Name, Initials
Second DN	Second of the Extension DN fields
Third DN	Third of the Extension DN fields

If you change any of these fields in Meridian Mail Compact Option, discrepancies may arise. Periodic audits are performed on the Option11C Compact. During these audits, VMBA settings override any settings configured in Meridian Mail Compact Option.

See also

For more information about the Integrated Mailbox Administration feature, see Appendix A, "Integrated Mailbox Administration".

Before you begin adding local voice users

Introduction

Before you begin adding local voice users, consider the following points.

Classes of service

All local voice users must be assigned to a class of service. Classes of service should be defined before you begin adding local voice users.

Have you created all of the necessary classes of services? If you have not, do the following:

- Create all the classes of service that you need.
See Chapter 25, "Class of Service administration".
- Add the classes of service to the system.
See "Assigning Classes of Service to the system" on page 25-26.

Password for MMUI users

All MMUI users must have a password. When you add a new local voice user, the system assigns a default password (the user's mailbox number).

To make this initial default password more secure, you can enter a password prefix in the Voice Security Options screen. This prefix is added in front of the user's mailbox number to make initial passwords more difficult to guess.

Adding a local voice user

Introduction

Local voice users are added in the Add a Local Voice User screen. There are a number of things you must do in this screen in order to define a local voice user.

Procedure

This is a high-level procedure that lists the steps involved in adding a local voice user. Detailed step-by-step procedures are provided on the following pages.

Step	Action	Page
1	Access the Add Local Voice User screen.	8-8
2	Enter user information such as the user's first and last names.	8-14
3	Assign the user to a class of service.	8-18
4	Specify the following DNs for the user if necessary: • up to two additional extension DNs • a revert DN • the MWI DN (if different from the mailbox number)	8-22
5	Record a personal verification for the user if necessary. Note: Most users record their own verifications.	8-32
6	Change the following if necessary: • Disable/enable name dialing by external callers (default is enabled). • If more than one language is installed, select the user's preferred language.	8-34
7	Save the local voice user.	

Accessing the Add Local Voice User screen

Mailbox numbers

To access the Add Local Voice User screen, you must enter the user's mailbox number.

Valid range

The mailbox number can be up to 18 digits long. It can be a number between 10 and 999999999999999999.

System addressing length

If the system addressing length is set to a non-zero value, the length of all mailbox numbers must equal the system addressing length.

The system addressing length is defined in the General Options screen.

Potential conflicts

Make sure mailbox numbers do not conflict with any of the following numbers:

- the broadcast mailbox number (default is 5555)
- other DNs
- the name dialing prefix (default is 11)
- system distribution list numbers
- other mailbox numbers
- Enterprise Networking prefixes

Procedure

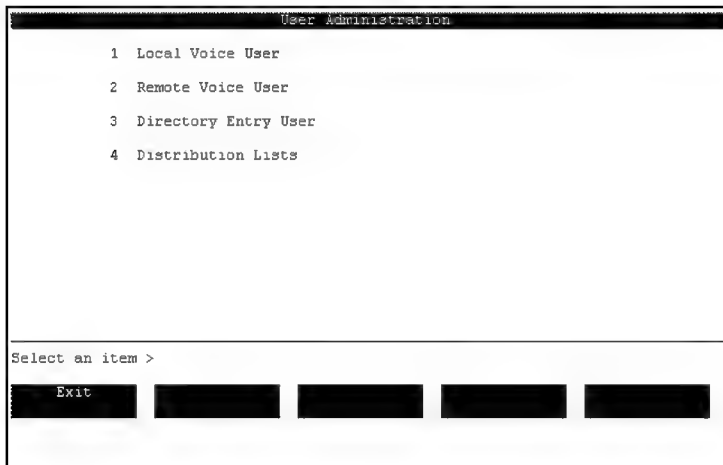
To access the Add Local Voice User screen, follow these steps.

Starting Point: Main Menu

Step Action

- 1 Select User Administration.

Result: The User Administration Menu is displayed.



The screenshot shows a terminal window titled "User Administration". Inside the window, there is a list of four options:

- 1 Local Voice User
- 2 Remote Voice User
- 3 Directory Entry User
- 4 Distribution Lists

Below the list, the prompt "Select an item >" is displayed. At the bottom of the window, there is a row of five buttons. The first button is labeled "Exit" and is highlighted. The other four buttons are unlabeled and appear to be standard terminal window navigation buttons.

Step Action

- 2 Select Local Voice User.

Result: This screen is displayed if IMA is installed.

The screenshot shows a terminal window titled "User Administration". The main text area contains the following instructions and warning:

To display the List of Local Voice Users select the Find softkey followed by the List softkey.

WARNING: If the switch software release is X11R19 or later and the IMA feature on the switch is enabled then the administration of mailboxes can also be performed on the switch. Any additions, modifications, or deletions of mailboxes done via Meridian Mail Administration could be overridden by the switch administration of these same mailboxes.

Below the text is a prompt "Select a softkey >" followed by a cursor. At the bottom, there are five softkey buttons: "Exit", "Add", "View/Modify", "Delete", and "Find".

This screen is displayed if Integrated Mailbox Administration (IMA) is not installed.

The screenshot shows a terminal window titled "User Administration". The main text area contains the following instructions:

To display the List of Local Voice Users select the Find softkey followed by the List softkey.

Below the text is a prompt "Select a softkey >" followed by a cursor. At the bottom, there are five softkey buttons: "Exit", "Add", "View/Modify", "Delete", and "Find".

- 3 Press the [Add] softkey.

Result: You are prompted for a mailbox number.

Step Action

- 4 Enter the user's mailbox number and press <Return>.
- Result:** The Add Local Voice User screen is displayed. The number you entered is used to fill in the following fields: Mailbox Number, Primary Extension DN, and Message Waiting Indication DN.
-

The Add Local Voice User screen

Feature-dependent fields

The fields that appear in this screen will vary depending on the following factors:

- The following fields are displayed:
 - Department
 - Name Dialable by External Callers
- If multiple languages are installed, the Preferred Language field is displayed at the bottom of the screen.

The screen

This is the MMUI version of the Add Local Voice User screen.

Part 1

User Administration	
Add Local Voice User	
Mailbox Number:	7551 Volume ID: 1
Storage Used:	0
Last Name:	Artaud
First Name:	Andy Initials: B
Department:	Software Engineering
Class of Service:	Personal 001_regular_lo 002_reg_s_dnu 003_manager (Use More Detail Key) 004_executive 005_foreign_re 006_directory
Extension DNs:	7551 8551 MORE BELOW
Save Cancel More Detail Change Password Voice	

Part 2

User Administration		MORE ABOVE
Add Local Voice User		
Revert DN:	7000	
Message Waiting Indication DN:	7551	
Personal Verification Recorded (Voice):	No ☒	
Monitor Mailbox during Monitoring Period:	No Yes	
Name Dialable by External Callers:	No Yes	
Logon Status:	Disabled Enabled	
Preferred Language:	American English	
Save Cancel More Detail Change Password Voice		

Entering user information

Introduction	The first step in adding a local voice user is to enter information about the user such as the user’s first and last names, and the department to which the user belongs.
The Add Local Voice User screen	The dotted box highlights the fields in which you enter user information.

User Administration

Add Local Voice User

Mailbox Number: 7551

Volume ID: 1

Storage Used: 0

Last Name: Artaud

First Name: Andy

Initials: B

Department: Software Engineering

Class of Service: Personal

001_regular_lo

002_reg_4_dnu

003_manager

(Use More Detail Key)

004_executive

005_foreign_re

006_directory

Extension DNs:

7551

8551

Save

Cancel

More Detail

Change Password

Voice

Field descriptions	This table describes the fields in which you enter user information.
Mailbox Number	
Description	The user’s mailbox number
Default	The number you entered to access the Add Local Voice User screen
Maximum length	18 digits

Valid Range	10 to 999999999999999999
Mandatory	The user cannot be saved if this field is blank.
Volume ID	
Description	This is the hard disk volume to which the local voice user is assigned. This is the volume where user messages and user profiles are stored.
Default	The volume with the greatest amount of free space at the time the [Add] softkey is pressed.
Storage used	
Description	This read-only field indicates how many minutes of voice messages are stored for this user. This number is rounded up to the nearest minute.
Last Name and First Name	
Description	The user's first and last names.
Maximum length	You can enter up to 41 characters for the last name and 21 characters for the first name.
Restricted characters	Do not use the following characters in these fields: plus sign (+), underscore (_), or question mark (?).
Attention	Make sure the spelling is correct and use alphanumeric characters only. These fields are used by name dialing and name addressing.

Initials

Description	Initials can be used to distinguish users with identical first and last names. They are not used by the name dialing and name addressing feature.
Default	Blank If you leave this field blank, Meridian Mail Compact Option will automatically insert the first initial of the user's first name when you save the user.
Maximum length	5 characters

Department

Description	The user's department
Default	This field is blank for the first user you add. For subsequent users, this field defaults to the department entered for the last user you added.
Maximum length	31 characters Make the first 12 characters unique. If you want to later find users based on department, the List of Local Voice Users screen displays only the first 12 characters of the department name.
Restricted characters	Do not use the following characters in these fields: plus sign (+), underscore (_), or question mark (?).

Procedure

To enter user information, follow these steps.

Starting Point: The Add Local Voice User screen

Step Action

-
- | | |
|---|---|
| 1 | Enter the user's last name. |
| 2 | Enter the user's first name. |
| 3 | Enter the user's initials if needed to distinguish this user from another user with the same first and last name. |
| 4 | Enter the user's department. |
| | Note: Make sure that the first 12 characters are unique. |
| 5 | Go to page 8-18 to continue defining the user. |
-

Assigning a user to a class of service

Introduction

All local voice users must be assigned to a class of service. The class of service to which a user belongs determines things like the user's voice storage limit, the maximum message length, and the retention period for read messages.

Personal classes of service versus defined classes of service

You should assign most users to one of the classes of service you have already defined in Class of Service Administration. However, there may be some users with special requirements. Instead of defining a class of service for just one user (through Class of Service Administration), create a unique personal class of service here in the Add Local Voice User screen.

To assign a user to a defined class of service, [see “Assigning a user to a defined class of service” on page 8-19.](#)

To create a personal class of service for a user, [see “Creating a personal class of service” on page 8-20.](#)

Maintenance issues

Each personal class of service that you create will have to be maintained separately. You should, therefore, minimize the number of personal classes of service that you create.

Assigning a user to a defined class of service

To assign a user to a class of service that has been defined in Class of Service Administration, follow these steps.

Starting Point: The Add Local Voice User screen

Step Action

- 1 Move your cursor to the Class of Service field, and select the class of service to which you want to assign the user.

User Administration
Add Local Voice User

Mailbox Number: 7551 Volume ID: 1

Storage Used: 0

Last Name: Artaud

First Name: Andy Initials: B

Department: Software Engineering

Class of Service: Personal 001_regular_lo 002_reg_c_dnu 003_manager
(Use More Detail Key) 004_executive 005_foreign_re 006_directory

Extension DNs: 7551
8551

MORE BELOW

Save Cancel More Detail Change Password Voice

- 2 Do you want to view the class of service definition to verify that this is an appropriate class of service for this user?
 - If yes, [go to step 3](#).
 - If no, [go to step 6](#).
- 3 Press the [More Detail] softkey.
Result: The Class of Service definition is displayed. You cannot modify any fields in this screen.
- 4 Review the class of service configuration to see if it is appropriate for the user.
- 5 Press the [Return to Basic Fields] softkey to return to the Add Local Voice User screen.
- 6 Go to [page 8-22](#) to continue defining the local voice user.

Creating a personal class of service

To create a unique personal class of service for a user, follow these steps.

Starting Point: The Add Local Voice User screen

Step Action

- 1 Move your cursor to the Class of Service field, and select Personal.

User Administration
Add Local Voice User

Mailbox Number: 7680 Volume ID: 1

Storage Used: 0

Last Name: Marshall

First Name: Henry Initials: _____

Department: Marketing

Class of Service: **Personal** 001_regular_lo 002_reg_s_dnu 003_manager
(Use More Detail Key) 004_executive 005_foreign_re 006_directory_

Extension DNs: 7680

MORE BELOW

Save Cancel More Detail Change Password Voice

- 2 Press the [More Detail] softkey.

Result: The View Class of Service screen is displayed.

User Administration
View Class of Service

Class of Service Number: 0

Class of Service Name: **Personal**

Personal Verification Changeable by User: No Yes

Voice Storage Limit (minutes): 3

Maximum Message Length (mm:ss): 03:00

Delayed Prompts: No Yes

Auto Logon: No Yes

Administrator Capability: No Yes

MORE BELOW

The Class of Service data will be saved only if the user is saved.

Return to Basic Fields Cancel More Detail Change Password Voice

Step Action

- 3 Make the necessary modifications.
See Chapter 25, "Class of Service administration".
 - 4 Press the [Return to Basic Fields] softkey when you are done modifying the class of service.
Result: The Add Local Voice User screen is displayed.
Note: The personal class of service will be saved when you save the local voice user.
 - 5 Go to [page 8-22](#) to continue defining the local voice user.
-

Extension DNs

Introduction

The next step in adding a local voice user is to identify and define the extension DNs associated with the user.

Definition: extension DN

An extension DN is a dialable number that, when dialed, rings a telephone.

When telephone set configuration is done in the Option 11C Compact, one or more DNs are defined for each telephone set. These are the DNs that you need to enter in Meridian Mail Compact Option for each user.

The primary DN

All local voice users who have phones will have at least one DN. This is the primary DN. The Primary DN field is prefilled with the mailbox number that you entered to access the Add Local Voice User screen.

Call sender

When a user uses the Call Sender feature to call the sender of a message, Call Sender attempts to place the call to the primary DN only.

Secondary DNs

Users can have a number of DNs programmed on their telephone sets. Meridian Mail Compact Option supports two additional secondary DNs in addition to the primary DN, for a total of three supported extension DNs.

Requirement

If a user has secondary DNs defined on his or her telephone set, the DNs must be defined in Meridian Mail Compact Option. If a call comes in on a secondary DN and is not defined for the local voice user, the mailbox will not be found and, as a result, messages cannot be left.

Mailboxes for users without phones

You can create a mailbox (add a local voice user) for people who do not have phones. To do this, make all three extension DN fields blank.

Callers can use thru-dial services and express messaging to leave messages for these users. Users can then call into their mailbox from any phone in order to pick up voice messages.

Entering the extension DNs

[See “Specifying extension DNs, the revert DN, and message waiting indication DN” on page 8-29.](#)

The revert DN

Introduction Another type of DN that is associated with each user is the revert DN.

Definition: The revert DN is a directory number to which callers or users
revert DN are transferred under certain specific conditions.

When the revert DN is used The revert DN is used under two conditions:

Call answering

A caller can press “0” during a call answering session in order to transfer to another number (such as that of an attendant or secretary). This gives callers the chance to transfer to a person for assistance.

Mailbox thru-dial (extension dialing)

Mailbox thru-dial allows users to dial a number while they are logged in to their mailbox. The user enters “0” followed by the number. If the user waits for more than 2 seconds after entering “0,” he or she is transferred to the revert DN.

Revert for users For Meridian Mail Compact Option users, you can specify a system-wide revert DN. This is done in the Attendant DN field in the General Options screen. The attendant DN is used if there is no revert DN defined for a user.

Custom revert

The telephone set interface has a feature called Custom Revert that allows users to define their own revert DNs. You can either

- allow users to define their own revert DNs
or
- prohibit users from defining their own DNs and define one system-wide revert DN for all users.

In this case, you can still define a different revert DN for users in the Add or View/Modify Local Voice User screen.

Allowing users to define their own revert DNs

To allow users to define their own revert DNs through the telephone set, you must ensure that appropriate restrictions are applied to the Custom Revert feature so that users do not enter unauthorized DNs, such as long distance numbers.

To allow users to define their own revert DNs, you must do the following.

1. Define an Attendant DN in the General Options screen.

This will serve as a default or backup for users who do not define a revert DN.
[See “Setting the attendant DN” on page 13-13.](#)
2. Create a restriction/permission list that contains the restriction and permission codes you want to apply to the Custom Revert feature.

This list can have all digits from 0 to 9 as restriction codes (the default) as long as permission codes are set to allow a certain combination of digits. At least some digits have to be permitted to allow users to specify a DN.
[See the section “Restriction/Permission lists” on page 6-101.](#)
3. In the classes of service to which you will be assigning users, select one of the above restriction/permission lists in the Custom Revert Restriction/Permission List field.

This imposes the proper restrictions on the DNs that users try to define as their custom revert DNs.
[See “The Add Class of Service screen” on page 25-12.](#)
4. Assign users to the appropriate class(es) of service.
5. Leave the Revert DN field blank in the Add Local Voice User screen, or enter the DN if you know where the user wants to revert calls.

**Prohibiting users
from defining revert
DNs**

To prohibit users from defining their own Revert DN, you must assign a restriction/permission list that has the digits 0 to 9 as restriction codes to the custom revert feature. Also, there should be no permission codes defined.

This does not prevent you from defining a Revert DN in User Administration. It only affects the telephone set definition of this DN.

To prohibit users from defining their own revert DN, you must do the following.

1. Define an Attendant DN in General Options.

This will serve as the revert DN for all users.

[See "Setting the attendant DN" on page 13-13.](#)

2. Create a restriction/permission list in which the digits 0 to 9 are entered as restriction codes. As well, no permission codes can be entered.

[See the section "Restriction/Permission lists" on page 6-101.](#)

3. In the classes of service to which you will be assigning users, select the fully restricted restriction/permission list in the Custom Revert Restriction/Permission List field.

See "The Add Class of Service screen" on page 25-12.

4. Assign users to the class of service.
5. Leave the Revert DN field blank in the Add Local Voice User screen if the Attendant DN is appropriate for the user; or, enter a different revert DN for the user.

The message waiting indication DN

Introduction

The next DN that is associated with a local voice user is the message waiting indication (MWI) DN.

Description

This is the DN to which the message waiting indication (flashing light or stutter dial tone) is sent

- when the user has a new voice message waiting to be read

The default MWI DN

When you add a local voice user, this DN is automatically set to the number you entered as the mailbox number to access the Add Local Voice User screen. Typically, you leave this DN as it is so that it is the same as the mailbox number and primary DN. This is because you usually want the indication to go to the user's phone where the user will see the indication.

Choosing another MWI DN

However, there are a number of cases where the MWI DN should be configured as something other than the user's primary DN. These conditions are outlined in this table.

IF	THEN
the user wants the indication to go to another phone, such as a secretary's	enter the other person's primary DN as the MWI DN.
the user has a mailbox only, but no physical phone	make the MWI DN field blank.

Example

A senior executive has requested that her secretary be notified of her new voice messages so that the secretary can screen them. In the executive's mailbox setup, you enter the secretary's primary DN as the MWI DN. However, this is also the secretary's MWI DN. This means that the secretary will

not be able to tell who new messages are for. The secretary will have to log on to both mailboxes to find out.

Entering the MWI DN See “Specifying extension DNs, the revert DN, and message waiting indication DN” on page 8-29.

Specifying extension DNs, the revert DN, and message waiting indication DN

DN fields in the Add Local Voice User screen

The dotted box highlights the fields that are used to define user DNs.

The screenshot shows the 'Add Local Voice User' screen. The title bar says 'User Administration' and 'MORE ABOVE'. The main area contains the following fields:

- Extension DNs:** Two text boxes containing '7551' and '8551'.
- Revert DN:** A text box containing '7000'.
- Message Waiting Indication DN:** A text box containing '7551'.
- Personal Verification Recorded (Voice):** A checkbox labeled 'No'.
- Monitor Mailbox during Monitoring Period:** A checkbox labeled 'No'.
- Name Dialable by External Callers:** A checkbox labeled 'No'.

At the bottom, there are five buttons: 'Save', 'Cancel', 'More Detail', 'Change Password', and 'Voice'. A 'MORE BELOW' link is visible on the right side of the form area.

Field descriptions

This table describes the fields you use to define DNs that are associated with a user.

Extension DNs

Description	A user can have up to three extensions. This means that a caller can dial any one of these numbers and reach the user. The first field is for the primary DN.
Maximum length	30 digits

Default	The first field is filled in with the mailbox number you entered to access the Add Local Voice User screen.
---------	---

More information	See “Extension DNs” on page 8-22.
------------------	---

Revert DN

Description	This is the DN to which calls are transferred when • a caller presses “0” during a call answering session • a user trying to use mailbox thru-dial waits more than 2 seconds after dialing the “0”
-------------	--

Maximum length	30 digits
----------------	-----------

Default	Blank
---------	-------

More information	See “The revert DN” on page 8-24.
------------------	---

Message Waiting Indication DN

Description	This is the DN to which message waiting indications are sent when the user has unread voice messages. This DN is usually the same as the user’s primary DN.
-------------	---

Conditions of display	This field is displayed if the Message Waiting Indication Options field in the user’s Class of Service is set to something other than None.
-----------------------	---

Default	The mailbox number you entered to access the Add Local Voice User screen
---------	--

More information	See “The message waiting indication DN” on page 8-27.
------------------	---

Procedure

To specify DNs for the user, follow these steps.

Starting Point: The Local Voice User screen

Step	Action								
1	Does the user have a phone? - If yes, go to step 2. - If no, make all Extension DN fields blank, and go to step 4.								
2	Does the user have more than one extension DN? - If yes, go to step 3. - If no, go to step 4.								
3	Enter the user's other DN(s) in the remaining Extension DN fields. Note: For details, see "Extension DNs" on page 8-22 .								
4	Enter a Revert DN if necessary. Note: For details, see "The revert DN" on page 8-24 .								
5	Change the Message Waiting Indication DN if necessary.								
	<table border="1"> <thead> <tr> <th>IF</th> <th>THEN</th> </tr> </thead> <tbody> <tr> <td>the user should be notified of new messages at his or her phone</td> <td>leave the default MWI DN (same as mailbox number).</td> </tr> <tr> <td>the user does not have a phone</td> <td>delete the MWI DN.</td> </tr> <tr> <td>the user wants someone else to be notified of his or her messages</td> <td>enter that person's DN in the MWI DN field.</td> </tr> </tbody> </table>	IF	THEN	the user should be notified of new messages at his or her phone	leave the default MWI DN (same as mailbox number).	the user does not have a phone	delete the MWI DN.	the user wants someone else to be notified of his or her messages	enter that person's DN in the MWI DN field.
IF	THEN								
the user should be notified of new messages at his or her phone	leave the default MWI DN (same as mailbox number).								
the user does not have a phone	delete the MWI DN.								
the user wants someone else to be notified of his or her messages	enter that person's DN in the MWI DN field.								
	Note: For more information, see "The message waiting indication DN" on page 8-27 .								
6	Continue defining the local voice user.								
	<table border="1"> <thead> <tr> <th>IF you want to</th> <th>THEN go to</th> </tr> </thead> <tbody> <tr> <td>record a personal verification for the user</td> <td>page 8-32.</td> </tr> <tr> <td>define other local voice user characteristics</td> <td>page 8-34.</td> </tr> </tbody> </table>	IF you want to	THEN go to	record a personal verification for the user	page 8-32 .	define other local voice user characteristics	page 8-34 .		
IF you want to	THEN go to								
record a personal verification for the user	page 8-32 .								
define other local voice user characteristics	page 8-34 .								

Recording a personal verification for a user

Introduction Ideally, users should record personal verifications in their own voice. However, as administrator, you can record personal verifications from the administration terminal on behalf of users.

When to use If the user belongs to a class of service in which the Personal Verification Changeable by User field is set to “No” and the user needs a personal verification, you will have to record it for him or her.

Procedure To record a personal verification, follow these steps.

Starting Point: The Add or View/Modify Local Voice User screen

Step Action

- | | |
|---|--|
| 1 | Put the cursor on the Personal Verification Recorded (Voice) field. |
| 2 | Press the [Voice] softkey. |
| 3 | Enter the extension of the phone you will use to record the verification, and press <Return>.
Result: The phone rings. |
| 4 | Pick up the receiver.
Result: The recording softkeys are displayed. |
| 5 | Press the [Record] softkey. |
| 6 | At the sound of the beep, speak the user's name (and, optionally, the user's extension).
Example: "Heather McGee at extension 8523." |
| 7 | Press the [Stop] key to stop recording. |

Step Action

- 8 Do you want to verify the recording?
- If yes, press the [Play] softkey.
 - If no, [go to step 10.](#)
- 9 Do you want to rerecord the verification?
- If yes, [repeat steps 5 to 8.](#)
 - If no, [go to step 10.](#)
- 10 Do you need to record personal verifications for any other users?
- If yes, press the [Return] softkey and do not hang up the receiver.
The next time you press [Voice] to record another verification, you will not have to reenter the phone extension since the line has not been disconnected.
 - If no, press the [Disconnect] softkey and hang up the receiver.
- 11 Continue defining the local voice user.

IF you want to

define other local voice user
characteristics

THEN go to

[page 8-34.](#)

Setting other local voice user characteristics

Introduction

To finish defining a local voice user, you may have to modify some or all of the remaining fields:

- Monitor Mailbox during Monitoring Period
- Name Dialable by External Callers
- Preferred Language (if multiple languages are installed)

Relevant fields:

The dotted box highlights the relevant fields .

User Administration MORE ABOVE

Add Local Voice User

Revert DN: 7000

Message Waiting Indication DN: 7551

Personal Verification Recorded (Voice): No ☐

Monitor Mailbox during Monitoring Period: No Yes

Name Dialable by External Callers: No Yes

Logon Status: Disabled Enabled

Preferred Language: American English

MORE BELOW

Save Cancel More Detail Change Password Voice

Field descriptions

This table describes the fields that are used to define the remaining local voice user characteristic

.

Monitor Mailbox during Monitoring Period

Description	This field determines whether the mailbox is monitored for logons. This is a security feature that you can use when you suspect a hacker is trying to get into a particular mailbox. Typically, you would not enable this feature for new users, but only for existing users when hacker activity is suspected.
Default	No
More information	See “Monitoring mailbox logins for suspected hacker activity” on page 8-76.

Name Dialable by External Callers

Description	This field determines whether external callers can use name dialing to call the user. For users that have their calls screened, you might want to disable this feature. Otherwise, any caller can get through to the user’s extension through a thru-dialer by entering their name.
Default	Yes
Valid Options	Yes, No

Preferred Language

Description	This is the language in which prompts are played to the user during a login session and to callers during call answering and express messaging.
Feature dependencies	This field is displayed only if more than one language is installed on the system.
System override	If the Default Language Overrides User's Preferred Language field in the Voice Messaging Options screen is set to Yes, call answering and express messaging prompts will be played to callers in the system default language. Prompts to the user while logged in to Meridian Mail Compact Option continue to be played in the user's preferred language.
Default	The first language in the list
More information	See "The default language and the user's preferred language" on page 19-11.

Procedure

To set the remaining local voice user characteristics, follow these steps.

Starting Point: The Add Local Voice User screen

Step Action

-
- | | |
|---|---|
| 1 | Do you want to prohibit external callers from using name dialing to call this user? <ul style="list-style-type: none">• If yes, set the Name Dialable by External Callers field to No.• If no, leave the Name Dialable by External Callers field set to Yes. |
| 2 | If more than one language is installed on the system, specify the user's preferred language. |
| 3 | Do you want to save the local voice user as currently defined? <ul style="list-style-type: none">• If yes, press the [Save] softkey.• If no, make any necessary changes and then press [Save], or press [Cancel] if you do not want to add this user. |
-

Section B **Finding local voice users**

In this section

<u>Overview</u>	<u>8-40</u>
<u>Wildcard characters</u>	<u>8-41</u>
<u>Accessing the Find Local Voice Users screen</u>	<u>8-43</u>
<u>The Find Local Voice Users screen</u>	<u>8-44</u>
<u>Restrictions on how you can combine search criteria</u>	<u>8-51</u>
<u>Finding, listing, and printing local voice users</u>	<u>8-52</u>
<u>Reassigning a subset of local voice users to another class of service</u>	<u>8-56</u>

Overview

Introduction

The Find function allows you to find a single local voice user or a subset of local voice users that meet the search criteria that you specify in the Find Local Voice User screen.

Examples of use

Here are some examples of how you can use the Find function. You can

- find Pierre LaMontaigne's user profile when you do not know his mailbox number
- find all users who belong to Class of Service 12 and reassign them to Class of Service 9
- find all users who have exceeded their voice storage limit
- find all users whose primary DN differs from their MWI DN
- find all users whose mailboxes are disabled (due to too many invalid logon attempts)
- find all users who have a specific voice storage limit so that you can either increase or decrease this limit
- find all users whose passwords have expired
- find all users on a particular volume (that is overloaded) so that you can move some of them to another volume

Wildcard characters

**Definition:
wildcard**

A wildcard is a character that is used in a search string to represent an unknown or variable character or string of characters.

Purpose

Wildcards have two main purposes. They allow you to find

- a particular user when you do not know the user's mailbox number and have only partial information about the user
- a range of users

Types of wildcards

There are two wildcards that you can use.

Wildcard	Description
_	The underscore (_) replaces a single character.
+	The plus sign (+) replaces a string of characters.

**Where you can use
wildcards**

You can enter wildcards in the following fields:

- Mailbox Number
- Last Name
- First Name
- Department
- Extension Number (DN)
- Message Waiting Indication DN

Examples

The following examples show how wildcards can be used to find a range of users.

You enter	Result
“210_” in the Mailbox Number field	All mailboxes in the range 2100 to 2109 are found.
“7_99” in the Extension Number field	Users with the following extension DNs are found: 7099, 7199, 7299, 7399, 7499, 7599, 7699, 7799, 7899, and 7999.
“3+” in the Mailbox Number field	All mailboxes beginning with 3 are found.
“+Engineering” in the Department field	Users belonging to all engineering departments are found (such as Software Engineering, Hardware Engineering, and Information Engineering).

Accessing the Find Local Voice Users screen

Procedure

To access the Find Local Voice Users screen, follow these steps.

Starting Point: The Main Menu

Step	Action
------	--------

- | | |
|---|-----------------------------|
| 1 | Select User Administration. |
| 2 | Select Local Voice User. |
| 3 | Press the [Find] softkey. |

Result: The Find Local Voice Users screen is displayed.

The Find Local Voice Users screen

The screen: This is how the Find Local Voice User screen looks .

Part 1

User Administration	
Find Local Voice Users	
Status:	☐ Any ☐ Enabled ☐ Disabled ☐ Expired ☐ Violation
Mailbox Number:	Volume ID: COS:
Last Name:	
First Name:	
Department:	
Extension Number (DN):	
Message Waiting Indication DN:	
Revert DN:	
Voice Storage Limit (minutes):	
Maximum Message Length (mm:ss):	
Maximum CA Message Length (mm:ss):	
Receive Composed Messages:	☐ Any ☐ No ☐ Yes
Auto Logon:	☐ Any ☐ No ☐ Yes
Name Dialable by External Callers:	☐ Any ☐ No ☐ Yes
Voice Storage Limit Exceeded:	☐ Any ☐ No ☐ Yes
Primary DN differs from MWI DN:	☐ Any ☐ No ☐ Yes
MORE BELOW	
Select a softkey >	
Exit	Assign to COS
List	Print

Part 2

User Administration		MORE ABOVE
Find Local Voice Users		
Maximum Message Length (mm:ss):		
Maximum CA Message Length (mm:ss):		
Receive Composed Messages:	☐ Any ☐ No ☐ Yes	
Auto Logon:	☐ Any ☐ No ☐ Yes	
Name Dialable by External Callers:	☐ Any ☐ No ☐ Yes	
Voice Storage Limit Exceeded:	☐ Any ☐ No ☐ Yes	
Primary DN differs from MWI DN:	☐ Any ☐ No ☐ Yes	
Preferred Language:	☐ Any ☐ American_English ☐ Latin_American_Spanish	
Personal Verification Status:	☐ Any ☐ Not_Recorded ☐ Recorded	
Display the List in MWI Status Format:	☐ No ☐ Yes	
Select a softkey >		
Exit	Assign to COS	List
Print		

Field descriptions

These are the fields in the Find Local Voice Users screen that you can fill in to specify your search criteria.

Status

Description	Use this field to find users with a particular mailbox status.
Default	Any
Valid Options	Any, Enabled, Disabled, Expired, Violation • <i>Any</i> finds all users. • <i>Enabled</i> finds all users whose mailboxes are enabled. • <i>Disabled</i> finds all users whose mailboxes have been disabled from the MMI or due to too many invalid logon attempts per mailbox. This maximum logon attempts value is defined in the Voice Security Options screen. • <i>Expired</i> finds all users whose passwords have expired. • <i>Violation</i> finds all users whose maximum number of invalid logon attempts per session has been reached or exceeded. This maximum is defined in the Voice Security Options screen.

Mailbox Number

Description	Use this field to find users within a certain range of consecutive mailbox numbers. This requires the use of wildcards.
Maximum Length	You can enter up to 18 characters. If Enterprise Networking is installed, you can enter up to 28 characters. This is because you need to enter the location/network prefix and the mailbox number.

Volume ID

Description	Use this field to find all users on a particular volume.
Default	Blank
Valid Options	Any valid user volume

COS

Description	Use this field to find all users who are assigned to a particular class of service.
Default	Blank
Valid Options	Any class of service that has been created and assigned to the system
See Also	If you enter a number in this field, you cannot use a number of other fields. See “Restrictions on how you can combine search criteria” on page 8-51.

Last Name

Description	Use this field if you want to find a particular user. Use wildcards if you are unsure of the exact spelling.
Default	Blank

First Name

Description	Use this field if you want to find a particular user. Use wildcards if you are unsure of the spelling.
Default	Blank

Department

Description	Use this field to find users who belong to a particular department. Use wildcard characters if you are unsure of the exact name or spelling, or if you want to find users in a number of similarly named departments.
Interface	MMUI
Default	Blank

Extension Number (DN)

Description	Use this field if you want to find users with a particular primary extension DN. Use wildcards to find users within a range of DNs.
Default	Blank

Message Waiting Indication DN

Description	Use this field if you want to find users with a particular message waiting indication DN.
Default	Blank

Revert DN

Description	Use this field to find users who have a specific Revert DN.
Default	Blank
Maximum Length	You can enter a DN up to 30 digits in length.

Voice Storage Limit (minutes)

Description	Use this field to find users that have a specific voice storage limit.
Default	Blank
Valid Range	1 to 360

Maximum Message Length (mm:ss)

Description	Use this field to find users who have a specific maximum allowable message length. This is for composed voice messages.
Default	Blank
Valid Range	00:30 to 99:00 in 10-second increments

Maximum CA Message Length (mm:ss)

Description	Use this field to find users who have a specific maximum allowable call answering message length. These are messages left by callers.
Default	Blank
Valid Range	00:30 to 99:00 in 10-second increments

Receive Composed Messages

Description	Use this field to find users who are allowed, or not allowed, to receive composed messages.
Default	Any
Valid Options	Any, No, Yes

Auto Logon

Description	Use this field to find users who are allowed, or not allowed, to log in to their mailbox without entering a mailbox number or password.
Default	Any
Valid Options	Any, No, Yes

Name Dialable by External Callers

Description	Use this field to find users who can, or cannot, be name dialed by external callers.
Default	Any

Valid Options	Any, No, Yes
---------------	--------------

Voice Storage Limit Exceeded

Description	Use this field to find users who have, or have not, exceeded their voice storage limit.
-------------	---

Default	Any
---------	-----

Valid Options	Any, No, Yes
---------------	--------------

Primary DN differs from MWI DN

Description	Use this field to find users whose primary DN and MWI DN are different or identical.
-------------	--

Default	Any
---------	-----

Valid Options	Any, No, Yes
---------------	--------------

Preferred Language

Description	Use this field to find users who have a specific preferred language.
-------------	--

Feature dependencies	This field is displayed only if more than one language is installed.
----------------------	--

Default	Any
---------	-----

Valid Options	Any one of the listed installed languages
---------------	---

Personal Verification Status

Description	Use this field to find users who do not have, or have, a recorded personal verification.
-------------	--

Default	Any
---------	-----

Valid Options	Any, Not Recorded, Recorded
---------------	-----------------------------

Display the List in MWI Status Format

Description	Use this field to select the format in which you want the list of found users to be displayed or printed. Your selection determines the kind of information that is displayed for each found user.
Default	No
Valid Options	No, Yes

- **No** displays the list in General format.

User Administration						
List of Local Voice Users						
Name	Mailbox	Department	COS Num.	Storage Used (mins)	Personal	Verific. Recorded
Gabriel, David	7555	Hardware Eng	2	0	No	
Hardy, William	7557	Hardware Eng	1	0	No	
Jones, Peter	7554	Hardware Eng	2	0	No	
LaMontaigne, P	7610	Hardware Eng	1	0	No	
Roberts, Eric	7556	Hardware Eng	3	0	No	
Select a softkey >						
Exit	Toggle Cos Assignment	View/Modify	Delete	Voice		

- **Yes** displays the list in MWI Status format.

User Administration						
List of Local Voice Users (MWI Status)						
Name	DW	Mailbox	Read Msgs	Unread Msgs	Text Msgs	MWI Status
Gabriel, David	7555	7555	0	0	0	Off
Hardy, William	7557	7557	0	0	0	Off
Jones, Peter	7554	7554	0	0	0	Off
LaMontaigne, P	7610	7610	0	0	0	Off
Roberts, Eric	7556	7556	0	0	0	Off
Select a softkey >						
Exit	Toggle Cos Assignment	View/Modify	Delete	Voice		

Restrictions on how you can combine search criteria

Restriction	If you enter a Class of Service number in the COS field, you cannot use any of the class of service fields that appear in the Find Local Voice Users screen. If you do so, a message is displayed stating that this type of search is not allowed.
Rationale	This is to prevent you from entering combinations that conflict, and that would result in no users being found.
Example	If you enter 12 in the COS field and set DNU Capability to Yes, but DNU is disabled in that class of service, you have a conflict which results in no users being retrieved.
Class of Service fields in the Find screen	The following fields in the Find Local Voice User screen are class of service fields and, therefore, cannot be used in combination with the COS field: • Voice Storage Limit • Maximum Message Length • Maximum Call Answering Message Length • Receive Composed Messages • Auto Logon

Finding, listing, and printing local voice users

Introduction

You can enter many different combinations of search criteria in the Find Local Voice Users screen.

The procedure that begins on [page 8-52](#) is generic and applies to all types of searches. Several examples follow this procedure to show you how you would perform certain kinds of searches.

Purpose

You can use the find function in order to

- list the found users on the screen
- print a list of the found users
- reassign the found users to another class of service
- view or modify any of the found local voice users
- delete any of the found local voice users
- record a personal verification for any of the found local voice users

Reassigning users to another COS

If you want to reassign found local voice users to another class of service, [see “Reassigning a subset of local voice users to another class of service” on page 8-56](#), and use that procedure instead of this one.

Specifying search criteria

You only need to change a field if that field is part of your search criteria. All other fields should be left so that they display their default setting (blank or Any). When you leave a field at its default setting, all users are found.

Procedure

This is a generic procedure that describes the steps to perform any kind of search.

Starting Point: The Find Local Voice Users screen

Step Action

- 1 Determine the search criteria that will find all of the users you are looking for.
- 2 Fill in the necessary fields in order to define your search criteria.
Note: Field descriptions begin on [page 8-45](#).
- 3 Select the format in which you want to display or print the list of found users.

IF you want to	THEN set
see the following information • mailbox number • department • COS number • storage used • if the user has a personal verification	the Display the List in MWI Status Format field to No.
see the following information • DN • mailbox number • number of read messages • number of unread messages • number of text messages • the MWI status	the Display the List in MWI Status Format field to Yes.

- 4 List, print, or assign found users to another class of service.

IF you want to	THEN
list the found users	go to step 5 .
print the found users	go to step 8 .
assign found users to another COS	go to page 8-56 .
cancel the search	press [Exit].

Step Action

- 5 Press the [List] softkey.

Result: The List of Local Voice Users screen is displayed.

User Administration					
List of Local Voice Users					
Name	Mailbox	Department	COS Num.	Storage Used (mins)	Personal Verific. Recorded
Gabriel, David	7555	Hardware Eng	2	0	No
Hardy, William	7557	Hardware Eng	1	0	No
Jones, Peter	7554	Hardware Eng	2	0	No
LaMontaigne, P	7610	Hardware Eng	1	0	No
Roberts, Erica	7556	Hardware Eng	3	0	No

Select a softkey >

Exit	Toggle Cos Assignment	View/Modify	Delete	Voice
------	-----------------------	-------------	--------	-------

- 6 Do you want to modify or delete a local voice user or record a personal verification?
- If yes, [go to step 7](#).
 - If no, press [Exit] to return to the Find Local Voice Users screen.

Step Action

- 7 Select the user by moving your cursor to the user's name and pressing the <spacebar>.

IF you want to	THEN press	AND go to
view or modify a local voice user	[View/Modify]	page 8-62.
delete a local voice user	[Delete]	page 8-79.
record a personal verification for the user	[Voice]	page 8-32.

- 8 Press the [Print] softkey.
Result: The Printing softkeys are displayed.

- 9 Do you want to continue printing?
- If yes, press the [Continue Printing] softkey.
Note: You can stop printing once started by pressing [Cancel Printing].
 - If no, press the [Cancel Printing] softkey.
-

Example

You want to find and list all users assigned to class of service 12 who have not recorded a personal verification.

Step Action

- 1 Enter 12 in the COS field.
- 2 Set Personal Verification Status to Not_Recorded.
- 3 Do you want the list in MWI status format?
- If yes, set the Display the List in MWI Status Format field to Yes.
 - If no, set the Display the List in MWI Status Format field to No.
- 4 Press [List].
Result: The found users are listed on the screen.
-

Reassigning a subset of local voice users to another class of service

When to use

Use this procedure when you want to

- find a group of local voice users that meet a certain set of search criteria and reassign them to another class of service
- find all users in a particular class of service and reassign them to a different class of service

Toggle COS assignment

If you want to reassign users who meet a certain set of search criteria to another class of service, you should verify the list of found users before you actually reassign them.

You may find that you have not found all required users, in which case you will have to redefine the search criteria; or, you may find that you have found some users who you do not want to reassign.

If you do not want to reassign some of the found users to another class of service, you can use the [Toggle COS Assignment] softkey to deselect them.

Reassigning users from one COS to another

If you want to reassign users from one class of service to another, you must enter the class of service number in the COS field. You will not be able to use any of the other class of service fields in the Find Local Voice Users screen. For a list of these fields, [see “Restrictions on how you can combine search criteria” on page 8-51.](#)

Reassigning users to another COS

To reassign found local voice users to another class of service, follow these steps.

Starting Point: The Find Local Voice Users screen

Step Action

- 1 Do you want to reassign users in one class of service to another class of service?
 - If yes, enter the users' current class of service number in the COS field and [go to step 11](#).
 - If no, [go to step 2](#).
- 2 Fill in the necessary fields to define your search criteria.

Attention: If you enter a number in the COS field, you cannot use any of the other class of service fields in this screen.

Note: Field descriptions begin on [page 8-45](#).
- 3 Select the format in which you want to display or print the list of found users.

IF you want to**THEN set**

see the following information

the Display the List in MWI Status Format field to No.

- mailbox number
- department
- COS number
- storage used
- personal verification status

see the following information

the Display the List in MWI Status Format field to Yes.

- DN
- mailbox number
- number of read messages
- number of unread messages
- number of text messages
- the MWI status

Step Action

- 4 Press the [List] softkey.

Result: The List Local Voice Users screen is displayed.

User Administration					
List of Local Voice Users					
Name	Mailbox	Department	COS Num.	Storage Used (mins)	Personal Verific. Recorded
Lawrence,Dona	7604	Marketing	1	0	No
Miller,June	7605	Marketing	1	0	No
Samuels,Jack	7602	Marketing	1	0	No
Wharton,Ellen	7603	Marketing	1	0	No

Select a softkey >

Exit	Toggle Cos Assignment	View/Modify	Delete	Voice
------	-----------------------	-------------	--------	-------

- 5 Does the list contain all of the users you want to reassign?
- If yes, [go to step 6](#).
 - If no, redefine the search criteria.
Press [Exit] to return to the Find screen, and [repeat steps 2 to 4](#) until all users you want to reassign have been found.
- 6 Does the list contain any users *who you do not* want to reassign to another class of service?
- If yes, [go to step 7](#).
 - If no, [go to step 10](#).
- 7 Select the user you do not want to reassign by moving your cursor to the user's name and pressing the spacebar.
- Result:** The user is highlighted.

Step Action

- 8 Press the [Toggle COS Assignment] softkey.

Result: An asterisk appears next to the user's name. This asterisk indicates that the user will not be reassigned to the new class of service.

User Administration						
List of Local Voice Users						
Name	Mailbox	Department	COS Num.	Storage Used (mins)	Personal Verific.	Recorded
Lawrence, Dona	7604	Marketing	1	0	No	
* Miller, June	7605	Marketing	1	0	No	
Samuels, Jack	7602	Marketing	1	0	No	
Wharton, Ellen	7603	Marketing	1	0	No	

Select a softkey >

Exit	Toggle Cos Assignment	View/Modify	Delete	Voice
------	-----------------------	-------------	--------	-------

- 9 Are there any other users you do not want to reassign?
- If yes, [repeat steps 7 to 8](#) until you have deselected all users you do not want to reassign.
 - If no, [go to step 10](#).
- 10 Press [Exit] to return to the Find Local Voice Users screen.
- 11 Press [Assign to COS] to reassign the found users.
- Result:** You are prompted for a COS number.
- 12 Enter the number of the class of service to which you want to reassign the users and press Return.
- Result:** As users are reassigned, a message is displayed that counts each user who is added to the new class of service.
- 13 If you want to abort the operation at any time, press the [Abort] softkey.
- Result:** This stops the reassignment. However, it cannot undo any users who have already been assigned.

**When reassignment
is complete**

Once all users have been reassigned to the specified class of service, a message and a SEER are output stating that the COS assignment is complete. This message and SEER also report the number of users who were assigned and the number of users who failed to be reassigned.

Section C **Modifying and deleting local voice users**

In this section

<u>Accessing the View/Modify Local Voice User screen</u>	<u>8-62</u>
<u>Viewing and modifying a local voice user</u>	<u>8-67</u>
<u>Checking a user's status</u>	<u>8-69</u>
<u>Enabling a disabled mailbox</u>	<u>8-73</u>
<u>Changing a user's password</u>	<u>8-75</u>
<u>Monitoring mailbox logins for suspected hacker activity</u>	<u>8-76</u>
<u>Reassigning a mailbox to another user</u>	<u>8-78</u>
<u>Deleting a local voice user</u>	<u>8-79</u>

Accessing the View/Modify Local Voice User screen

Introduction

You may or may not know the mailbox number of the user you want to view or modify. Use this table to decide which procedure to follow to access the View/Modify Local Voice User screen.

IF	THEN follow
you know the user's mailbox number	the procedure on this page.
you do not know the user's mailbox number	the procedure on page 8-64 .

Accessing the screen when you know the mailbox number

To access the View/Modify Local Voice User screen directly, follow these steps.

Starting Point: The Main Menu

Step Action

- 1 Select User Administration.
- 2 Select Local Voice User.
- 3 Press the [View/Modify] softkey.

Result: You are prompted for a mailbox number.

Step Action

- 4 Enter the user's mailbox number and press <Return>.

Result: The View/Modify Local Voice User screen is displayed.

User Administration	
View/Modify Local Voice User	
Mailbox Number:	7606 Volume ID: 1
Storage Used:	0
Last Name:	Ballard
First Name:	James Initials: J
Department:	Marketing
Class of Service: Personal 001_regular_lo 002_reg_4_dnm 003_manager (Use More Detail Key) 004_executive 005_foreign_re 006_directory	
Extension DNs:	7606
MORE BELOW	
Save	Cancel
More Detail	Change Password
Voice	

Finding a local voice user and accessing the screen

To find the local voice user you want to modify when you do not know the mailbox number, follow these steps.

Starting Point: The Main Menu

Step Action

- 1 Select User Administration.
- 2 Select Local Voice User.
- 3 Press [Find].

Result: The Find Local Voice Users screen is displayed.

User Administration

Find Local Voice Users

Status: ☐ Enabled ☐ Disabled ☐ Expired ☐ Violation

Mailbox Number: _____ Volume ID: ____ COS: ____

Last Name: _____

First Name: _____

Department: _____

Extension Number (DN): _____

Message Waiting Indication DN: _____

Revert DN: _____

Voice Storage Limit (minutes): _____

Maximum Message Length (mm:ss): _____

Maximum CA Message Length (mm:ss): _____

Receive Composed Messages: ☐ Any ☐ No ☐ Yes

Auto Logon: ☐ Any ☐ No ☐ Yes

Name Dialable by External Callers: ☐ Any ☐ No ☐ Yes

Voice Storage Limit Exceeded: ☐ Any ☐ No ☐ Yes

Primary DN differs from MWI DN: ☐ Any ☐ No ☐ Yes

Select a softkey >

Exit **Assign to COS** **List** **Print**

- 4 Enter the information you know about the user.

Step Action

5 Press [List].

Result: The List of Local Voice Users screen is displayed.

User Administration					
List of Local Voice Users					
Name	Mailbox	Department	COS Num.	Storage Used (mins)	Personal Verific. Recorded
Gabriel, David	7555	Hardware Eng	2	0	No
Hardy, William	7557	Hardware Eng	1	0	No
Jones, Peter	7554	Hardware Eng	2	0	No
LaMontaigne, P	7610	Hardware Eng	1	0	No
Roberts, Erica	7556	Hardware Eng	3	0	No

Select a softkey >

Exit	Toggle Cos Assignment	View/Modify	Delete	Voice
------	-----------------------	-------------	--------	-------

Step Action

6 Select the user you want to view or modify by moving your cursor to the user's name and pressing the spacebar.

7 Press [View/Modify].

Result: The View/Modify Local Voice User screen is displayed.

The screenshot shows a terminal window titled "User Administration". Inside, the "View/Modify Local Voice User" screen is displayed. The form contains the following fields and values:

- Mailbox Number: 7606
- Volume ID: 1
- Storage Used: 0
- Last Name: Ballard
- First Name: James
- Initials: J
- Department: Marketing
- Class of Service: Personal (selected), 001_regular_lo, 002_reg_4_dnu, 003_manager, (Use More Detail Key) 004_executive, 005_foreign_re, 006_directory
- Extension DNs: 7606

At the bottom of the screen, there are five buttons: Save, Cancel, More Detail, Change Password, and Voice. A "MORE BELOW" indicator is visible on the right side of the screen.

Viewing and modifying a local voice user

Introduction

Once you access the View/Modify Local Voice User screen, it functions exactly like the Add Local Voice User screen. Most of the procedures are, therefore, in Section A: Adding local voice users. Several procedures that are unique to modifying an existing local voice user are described in this section. These are

- changing the user's last name
- enabling a disabled mailbox
- changing the user's password

Deciding what you need to modify

Use this table to decide what you need to modify in the user profile, and then find the page.

IF you want to	THEN go to
check the user's status	page 8-69 .
change other user information (such as department)	page 8-14 .
reassign the user to another class of service	page 8-18 .
reassign a subset of users to another class of service	page 8-56 .
create a personal class of service	page 8-20 .
modify the revert DN, MWI DN, or extension DNs	page 8-29 .
record a personal verification for a user	page 8-32 .
monitor a mailbox for suspected hacker activity	page 8-76 .
modify any of these local voice user characteristics: • name dialable by external callers • preferred language (multilingual systems only)	page 8-34 .
enable a disabled mailbox	page 8-73 .
change a user's password	page 8-75 .

IF you want to	THEN go to
reassign a mailbox to another user	page 8-78

Procedure

To modify a local voice user, follow these steps.

Starting Point: The View/Modify Local Voice User screen

Step Action

- | | |
|---|---|
| 1 | Look up the type of change(s) you need to make in the table on page 8-67 , and go to the page that is indicated for instructions. |
| 2 | Make the necessary changes. |
| 3 | Press the [Save] softkey. |

Checking a user's status

Introduction

The View/Modify Local Voice Users screen contains a number of status fields that are not displayed in the Add Local Voice Users screen. These are read-only information fields.

User status fields

The dotted box highlights the status fields that are displayed.

User Administration		MORE ABOVE
View/Modify Local Voice User		
Logon Status:	Disabled Enabled	
Preferred Language:	American English Latin_American_Spanish	
Invalid Logon Attempts:	0	
Time of Last Logon:	1/04/00 15:12	
Internal Personal Greeting Recorded:	No	
External Personal Greeting Recorded:	No	
Temporary Absence Greeting Recorded:	No	
Password Last Changed:	1/04/00 15:11	
Save Cancel More Detail Change Password Voice		

Field descriptions

The following are descriptions of the status fields that are displayed in the View/Modify Local Voice Users screen.

Invalid Logon Attempts

Description	This is the number of successive logon attempts that have been made using an incorrect password. This field is reset to 0 when • a valid password is entered and the user is allowed to log in • you reenable the mailbox (if it has been disabled due to too many invalid logon attempts)
Potential security risk	A high number in this field can indicate that a hacker has been trying to get into this mailbox.
More information	See the section "Controlling access to Meridian Mail Compact Option mailboxes" on page 6-131.

Time of Last Logon

Description	This is the time at which the user last logged in to his or her mailbox. A series of asterisks indicates that the user has not logged in.
Potential security risk	If a considerable amount of time has passed since the user's last logon, you may want to investigate why this is the case. It could be that • the user is on holiday or extended leave • the user has forgotten his or her password and has not notified you • the user has left the organization (in which case the mailbox should be deleted for security reasons)

Internal Greeting Recorded

Description This field indicates whether the user has recorded an internal greeting. This greeting is played to internal callers when they are transferred to Meridian Mail Compact Option to leave a message.

Interaction with external greeting This table indicates which greeting is played to internal callers.

WHEN**THEN**

there is an internal greeting the internal greeting is played.

there is no internal greeting but there is an external greeting the external greeting is played.

there is no internal greeting and no external greeting a standard system greeting is played.

External Personal Greeting Recorded

Description This field indicates whether the user has recorded an external greeting. The external greeting is played to external callers (or internal callers if no internal greeting is recorded) when they are transferred to Meridian Mail Compact Option.

Temporary Absence Greeting Recorded

Description This field indicates whether the user has recorded a temporary absence greeting. If this greeting is recorded, it is played to internal and external callers until the expiry date.

Temporary Absence Greeting Expiry Date

Description	If a temporary absence greeting has been recorded, this field is displayed to indicate when that greeting will expire.
Possible Values	A date and time indicate that the user has defined an expiry date for the greeting. <i>Indefinite</i> indicates that the user has not defined an expiry date for the greeting.
Expired greetings	If the current date has passed the expiry date, the field will be followed by the word "Expired."

Password Last Changed

Description	This field indicates when the user last changed his or her password. Both the date and time are displayed.
-------------	--

Enabling a disabled mailbox

Introduction

If too many invalid logon attempts are made to a mailbox and the Maximum Invalid Logon Attempts Permitted per Mailbox (as defined in the Voice Security Options screen) is reached, that user's mailbox is disabled.

What happens:

When there are too many invalid logon attempts to the mailbox, the mailbox is disabled.

The user cannot log on to his or her mailbox, but messages are still recorded. When the user's mailbox is reenabled, he or she will be able to listen to the messages that were received while the mailbox was disabled.

Potential security risk

A high number of invalid logon attempts could be an indicator that a hacker has been attempting to get into your system through this user's mailbox.

Contact the user and investigate why so many invalid logon attempts were made. If the user does not think he or she was responsible for these attempts, you should monitor this user's mailbox for future logon attempts.

Procedure

To enable a disabled mailbox, follow these steps.

Starting Point: The View/Modify Local Voice User screen

Step	Action
------	--------

- | | |
|---|--|
| 1 | Go to the Logon Status field and set it to Enabled. |
| 2 | <p>Do you suspect hacker activity?</p> <ul style="list-style-type: none">• If yes, set the Monitor Mailbox during Monitoring Period field to Yes.• If no, go to step 3. <p>Note: See "Monitoring mailbox logins for suspected hacker activity" on page 8-76.</p> |
| 3 | <p>Press [Save].</p> <p>Result: The mailbox is reenabled and the Invalid Logon Attempts field is reset to 0.</p> |
| 4 | Notify the user that his or her mailbox has been reenabled. |

Changing a user's password

When to use

If a local voice user has forgotten his or her password, you will have to change it at the administration terminal.

Procedure

To change a user's password, follow these steps.

Starting Point: The View/Modify Local Voice User screen

Step	Action
1	Press the [Change User Password] softkey. Result: You are prompted for a new password.
2	Enter the new password and press <Return>. Note: This password must contain numbers only. It can be up to 16 digits in length. Result: You are prompted to reenter the password for verification.
3	Enter the same password and press <Return>.
4	Did you get a message indicating a mismatch between the two passwords you entered? • If yes, repeat steps 2 to 3 until there is no mismatch. • If no, go to step 5.
5	Press [Save].
6	Inform the user of the new password.

Monitoring mailbox logins for suspected hacker activity

Introduction

Hacker Monitoring is a feature in Meridian Mail Compact Option that monitors hacker activity by issuing information SEERs to bring your attention to suspicious activity. Since mailboxes are a potential security risk, mailbox logins are one type of activity that you can monitor using Hacker Monitoring.

When to use

Typically, you do not need to turn mailbox monitoring on for new users. Turn it on only if you suspect that a hacker has been using a particular mailbox. You may, for example, get complaints of abusive messages being sent from a particular mailbox. This is an indication of potential hacker abuse.

How it works

A monitoring period is defined in the Voice Security Options screen. This is the time period during which logins will be monitored.

If mailbox monitoring is enabled, every time someone logs in to the mailbox during the monitoring period, SEER 2262 will be issued.

Procedure

To enable mailbox monitoring, follow these steps.

Starting Point: The Main Menu

Step	Action
1	Obtain the times when the suspected hacker uses the system. Note: You can do this from Mail CDR records.
2	Is the monitoring period set up to reflect these times? - If yes, go to step 5. - If no, go to step 3.
3	Select Voice Administration and then Voice Security Options.

Step Action

- 4 Enter the time period in the System Access Monitoring Period field, save your change, and return to the Main Menu.
 - 5 Select User Administration.
 - 6 Select Local Voice User and press the [View/Modify] softkey.
Result: You are prompted for a mailbox number.
 - 7 Enter the user's mailbox number.
 - 8 Go to the Monitor Mailbox during Monitoring Period field and set it to Yes.
 - 9 Press the [Save] softkey.
Result: Whenever the mailbox is logged into during the monitoring period, SEER 2262 will be generated.
-

**Immediate
notification of login**

If you (or a support person) want to be notified immediately of an occurrence of these SEERs, you can set up a SEER message trigger mailbox and then enable remote notification for that mailbox. To do this you must do the following.

1. Enable mailbox monitoring as described above.
2. Set up a message trigger for SEER 2262 so that an urgent SEER message is deposited in a designated mailbox when the mailbox is logged into.

Reassigning a mailbox to another user

Attention: reusing mailboxes

Do not reassign a mailbox to another user by changing the Last and First Name fields in the user profile. If you want to use a mailbox number for a different user, delete the local voice user (mailbox) and add it again with the new user's name.

Reassigning a mailbox To reassign a mailbox to another user, do the following.

1. Contact the current owner of the mailbox and make sure he or she has listened to all of his or her messages.
2. Access the Delete Local Voice User screen and delete the local voice user.

[See “Deleting a local voice user” on page 8-79.](#)

3. Add a new local voice user, using the same mailbox number, and enter the new user's information.

[See “Accessing the Add Local Voice User screen” on page 8-8.](#)

Deleting a local voice user

When to use

You will have to delete a local voice user when

- reassigning the mailbox to another user
- a user leaves the company

Potential security risk

When a user leaves the company, be sure to delete the mailbox immediately. An unused mailbox is a security risk since it is forgotten about and suspicious activity often goes unnoticed.

Choosing the correct procedure

You may or may not know the mailbox number of the user you want to delete. Use this table to decide which procedure to follow to access the Delete Local Voice User screen and then delete a user.

IF	THEN follow
you know the user's mailbox number	the procedure on page 8-80 .
you do not know the user's mailbox number	the procedure on page 8-82 .

Deleting a local voice user when you know the mailbox number

To delete a local voice user when you know the user’s mailbox number, follow these steps.

Starting Point: The Main Menu

Step Action

- 1 Select User Administration.
- 2 Select Local Voice User.
- 3 Press the [Delete] softkey.

Result: You are prompted for the mailbox number.

- 4 Enter the mailbox number and press <Return>.

Result: The Delete Local Voice User screen is displayed.

User Administration

Delete Local Voice User

Mailbox Number: 7604

Volume ID: 1

Storage Used: 0

Last Name: Lawrence

First Name: Donald

Initials: D

Department: Marketing

Class of Service: Personal 001_regular_lo 002_reg_&_dnu 003_manager

(Use More Detail Key)004_executive 005_foreign_re 006_directory

Extension DNs: 7604

MORE BELOW

OK to Delete

Cancel

More Detail

Step Action

- 5 Is this the user you want to delete?
 - If yes, [go to step 6](#).
 - If no, press [Cancel]. Obtain the correct mailbox number or use the next procedure on [page 8-82](#) to find the user.
 - 6 Press the [OK to Delete] softkey.

Result: The user is deleted and you are prompted for another mailbox number.
 - 7 Do you want to delete another local voice user?
 - If yes, [repeat steps 4 to 6](#) until you have deleted all local voice users that you need to delete at this time.
 - If no, press the [Cancel] softkey.
-

Finding and deleting a local voice user To find a local voice user you want to delete when you do not know the mailbox number, follow these steps.

Starting Point: The Main Menu

Step Action

- 1 Select User Administration.
- 2 Select Local Voice User.
- 3 Press [Find].

Result: The Find Local Voice Users screen is displayed.

User Administration

Find Local Voice Users

Status: Any Enabled Disabled Expired Violation

Mailbox Number: _____ Volume ID: ____ COS: ____

Last Name: _____

First Name: _____

Department: _____

Extension Number (DN): _____

Message Waiting Indication DN: _____

Revert DN: _____

Voice Storage Limit (minutes): _____

Maximum Message Length (mm:ss): _____

Maximum CA Message Length (mm:ss): _____

Receive Composed Messages: Any No Yes

Auto Logon: Any No Yes

Name Dialable by External Callers: Any No Yes

Voice Storage Limit Exceeded: Any No Yes

Primary DN differs from MWI DN: Any No Yes

MORE BELOW

Select a softkey >

Exit

Assign to COS

List

Print

- 4 Enter the information you know about the user.
Examples: Last Name, First Name, Department
- 5 Press [List].

Step Action

6 Select the user you want to view or modify by moving your cursor to the user's name and pressing the spacebar.

7 Press [Delete].

Result: The Delete Local Voice User screen is displayed.

User Administration

Delete Local Voice User

Mailbox Number: 7604 Volume ID: 1

Storage Used: 0

Last Name: Lawrence

First Name: Donald Initials: D

Department: Marketing

Class of Service: Personal 001_regular_lo 002_reg_&_dmu 003_manager
(Use More Detail Key) 004_executive 005_foreign_re 006_directory

Extension DNs: 7604

MORE BELOW

OK to Delete **Cancel** **More Detail**

8 Press the [OK to Delete] softkey.

Result: The user is deleted and you are prompted for another mailbox number.

Chapter 9

Remote voice users

In this chapter

<u>Section A: Introduction</u>	<u>9-3</u>
<u>Section B: Adding remote voice users</u>	<u>9-13</u>
<u>Section C: Finding remote voice users</u>	<u>9-29</u>
<u>Section D: Modifying and deleting remote voice users</u>	<u>9-41</u>

Section A **Introduction**

In this section

<u>What is a remote voice user?</u>	<u>9-4</u>
<u>Remote voice users</u>	<u>9-6</u>
<u>Permanent remote voice users</u>	<u>9-9</u>
<u>Temporary remote voice users</u>	<u>9-11</u>

What is a remote voice user?

Definition

A remote voice user (RVU) is a Meridian Mail Compact Option user whose mailbox resides on a remote networking site and who has been added to the local site's user database.

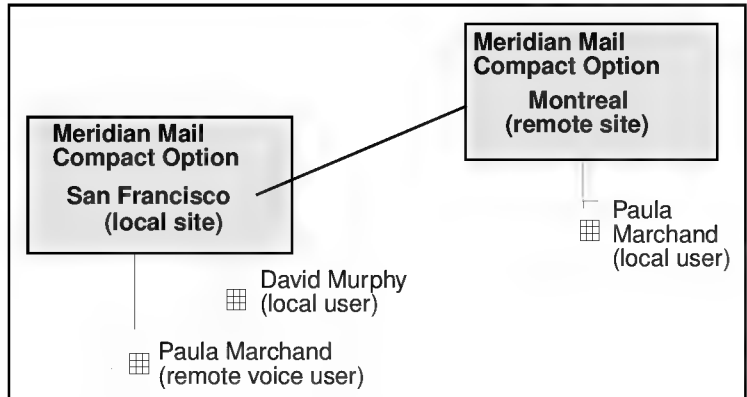
Benefits

The benefits of adding users from remote sites as remote voice users in the local site are as follows.

- Whenever a user at the local site addresses a message to a remote voice user, the remote voice user's personal verification (spoken name) is played.
- Local users can use the name dialing and name addressing features to call and compose messages to remote voice users.
- While listening to a voice message left by a remote voice user, a local user can use call sender (press 9 on the keypad) to immediately call back the originator of the message.
- External callers can name-dial remote voice users (if this feature is enabled).
- Remote voice users can be added to system and personal distribution lists.

Example

David Murphy is a local user at your San Francisco Meridian Mail Compact Option site. Paula Marchand is a user at the remote Montreal Meridian Mail Compact Option site. Paula has been added to your local site as a remote voice user.

**Example, cont'd**

David Murphy can use name addressing when composing a voice message to Paula Marchand. During message addressing, David will hear Paula's spoken name as a verification of the mailbox number he has entered.

When David listens to a voice message received from Paula, he presses 9 (call sender) to call Paula back.

Remote voice users

Introduction

A number of enhancements have been made to the administration of remote voice users in Release 11 to

- provide support for remote voice user propagation to other sites
- to simplify the management of the remote voice user database

Types of remote voice users

There can be two types of remote users:

- permanent
- temporary

Permanent users can be added and deleted manually.

Temporary users can be added and deleted manually, or they can be added or deleted automatically by the system.

Addition of remote voice users

You can quickly and easily add remote voice users in one of two ways.

- RVU Propagation via Enterprise Networking automatically adds remote voice users to your local site whenever a user at a remote site addresses a voice message to a user at your local site. These users are added as temporary users.
- RVU Propagation via Bulk Provisioning allows you to copy all (or a subset of) users at a remote site to tape and then copy them into your local database as remote voice users. These users can be added as temporary or permanent.

Personal verification in user's voice

When permanent and temporary remote voice users are added to the system using RVU Propagation, the personal verification of each user is added in that user's voice, provided that the user has recorded a personal verification.

When the personal verification is played

A personal verification is played in the following situations.

- A local user composes a message to a remote voice user. When the user enters the remote user's mailbox (or name if using name addressing), he or she will hear the remote voice user's personal verification in the user's voice.
- A local user name dials a remote voice user.
- A local user uses the call sender feature on a message from a remote voice user.
- The envelope of a message received from a remote voice user is played.

When no personal verification has been recorded

As long as the remote voice user has recorded a personal verification, it will be played in the user's voice. If the user has not recorded a personal verification, one of the following happens.

WHEN the administrator	AND the remote site	THEN
has recorded a personal verification for the user		the personal verification is played in the administrator's voice.

9-8 Remote voice users

WHEN the administrator	AND the remote site	THEN
has not recorded a personal verification for the user	has a spoken name recorded	the remote site's spoken name and the mailbox number (in local format) are played. For example: " <i>Richardson</i> ", <i>mailbox 1334.</i> "
	does not have a spoken name recorded	a spoken version of the mailbox number (in network format) is played. For example: " <i>Mailbox 64441334.</i> "

Permanent remote voice users

Introduction

In Meridian Mail Compact Option, remote voice users can be added as permanent remote voice users.

Adding permanent users

Permanent remote voice users can be added in one of two ways.

User Administration

They can be added one at a time through User Administration.

[See “Adding remote voice users through User Administration” on page 9-18.](#)

Bulk Provisioning

You can use the Bulk Provisioning feature to copy users from a remote site to your local site’s database as permanent remote voice users.

[See “Adding remote voice users using RVU Propagation via Bulk Provisioning” on page 9-27.](#)

Deleting permanent users

Permanent remote voice users remain on the system until you delete them. Permanent users must be deleted one at a time through the User Administration menu.

[See “Manually deleting remote voice users” on page 9-47.](#)

Making permanent users temporary

You can convert permanent remote voice users who have not been active for a long time to temporary remote voice users and allow the system to take care of deleting inactive users.

You can verify when a user was last active in one of two ways.

- Check the Last Access Time field in the View/Modify Remote Voice User screen.

- Use the Find function and list all permanent remote voice users. You can then select and modify users from the List screen.

Temporary remote voice users

Introduction

Temporary remote voice users make administration of remote voice users much easier since they can be both added and deleted automatically by the system.

Adding temporary users

Temporary remote voice users can be added in one of three ways.

User Administration

You can add temporary remote voice users one at a time through User Administration in the same way that you add permanent users.

[See “Adding remote voice users through User Administration” on page 9-18.](#)

RVU Propagation via Enterprise Networking

You can have remote voice users automatically added to your system when they send network messages to the local site.

When temporary users are added this way, the personal verifications that users have recorded in their own voices are used.

[See “Adding temporary remote voice users using RVU Propagation via Enterprise Networking” on page 9-23.](#)

RVU Propagation via Bulk Provisioning

You can also use the Bulk Provisioning feature to copy users from a remote site to tape and then to your local site’s database as temporary or permanent remote voice users. This method is not automatic, but it does allow you to quickly add all users (or a subset of users) from a remote site to your local database.

When remote voice users are added this way, the personal verifications that users have recorded in their voice are used.

[See “Adding remote voice users using RVU Propagation via Bulk Provisioning” on page 9-27.](#)

Deleting temporary users

Temporary remote voice users can be deleted in one of two ways.

Manual deletion

If you want to delete a particular remote voice user, you can do so through the User Administration menu in the same way that you delete permanent remote voice users.

[See “Manually deleting remote voice users” on page 9-47.](#)

Automatic deletion during nightly audits

Nightly audits are performed on the database of temporary remote voice users in order to keep it from getting too large.

Whenever the number of temporary remote voice users exceeds a threshold, the nightly audit removes the oldest temporary remote voice users in the system. If the number of temporary remote voice users reaches the maximum number allowed on the system, no more temporary users will be added by Remote Voice User Propagation until after the nightly audit is run.

[See “How temporary remote voice users are automatically deleted from the system” on page 9-52.](#)

Making temporary users permanent

If you do not want a particular temporary user to be deleted during a nightly audit, you can change that user to a permanent user. Permanent users are not deleted during the nightly audit.

[See “Viewing and modifying remote voice users” on page 9-42.](#)

Section B **Adding remote voice users**

In this section

<u>The Add Remote Voice User screen</u>	<u>9-14</u>
<u>Adding remote voice users through User Administration</u>	<u>9-18</u>
<u>Recording a personal verification for a remote voice user</u>	<u>9-21</u>
<u>Adding temporary remote voice users using RVU Propagation via Enterprise Networking</u>	<u>9-23</u>
<u>Adding remote voice users using RVU Propagation via Bulk Provisioning</u>	<u>9-27</u>

The Add Remote Voice User screen

Introduction Permanent and temporary remote voice users can be added to the system one at a time from this screen.

The screen This is the Add Remote Voice User screen.

Field descriptions This table describes the fields in the Add Remote Voice User screen.

Mailbox Number	
Description	The remote voice user’s mailbox number.
Format	The mailbox number must be in network format. It must include the network prefix or steering code of the remote site.
Example	If the dialing plan is ESN, a valid mailbox number is 6233 4433, where 6233 is the network prefix and 4433 is the mailbox number. If the dialing plan is CDP, a valid mailbox number is 54433, where 54 is the steering code.
Default	The number you entered to access the Add Remote Voice User screen.
Maximum length	28 digits (including network prefix)
Mandatory	This field is mandatory. The user cannot be saved if this field is blank.

Last Name and First Name

Description	The remote voice user's last and first names.
Maximum length	You can enter up to 41 characters for the last name and 21 characters for the first name.
Restricted characters	Do not use the following characters in these fields: plus sign (+), underscore (_), or question mark (?).
Attention	Make sure the spelling is correct. These fields are used by the name dialing and name addressing features. For this reason, it is recommended that you use only alphanumeric characters.

Initials

Description	Initials can be used to distinguish users with identical first and last names. They are not used by the name dialing or name addressing features.
Default	If you leave this field blank, Meridian Mail Compact Option will automatically insert the first letter of the user's first name when you save the user.
Maximum length	5 characters

Department

Description	The remote voice user's department.
Default	This field is blank for the first user you add. For subsequent users, this field defaults to the department entered for the last user you added (as the [Cancel] softkey was not pressed).
Maximum length	31 characters

Restricted characters	Do not use the following characters in these fields: plus sign (+), underscore (_), or question mark (?).
-----------------------	---

Extension DNs

Description	A user can have up to 3 extensions. This means that a caller can dial any one of these numbers and reach the user. The first field is for the primary DN.
Format	These DNs must be in network format. They must include the network prefix or steering code of the remote site.
Maximum length	30 digits
Default	The first DN field is typically filled in with the mailbox number you entered to access the Add Remote Voice User screen.
See Also	See “Extension DNs” on page 8-22.

Personal Verification Recorded (Voice)

Description	This read-only field indicates whether or not a spoken name has been recorded for this user (either by the user or by the administrator).
Default	This field is set to No when you first add a user.

Name Dialable by External Callers

Description	This field determines whether or not this user can be name dialed by external callers. An external caller is anyone who is calling in from a phone that is not on your PBX.
Default	This field uses the setting for the Name Dialable by External Callers field in the Networking Configuration screen under the Network Administration menu.

Valid Options	Yes, No
User Type	
Description	This field identifies the type of remote voice user.
Default	Permanent
Valid Options	Permanent, Temporary
See Also	See “Permanent remote voice users” on page 9-9 and “Temporary remote voice users” on page 9-11 .
Last Access Time	
Description	This is a read-only field that indicates the last time - the user was modified via User Administration - the user’s personal verification was played - an Enterprise Networking message was received from this user - the user was updated using bulk provisioning
Default	This field is set to the date and time at which the user is added.
Usage	This time-stamp is used by the nightly audit to determine which temporary remote voice users should be deleted when there are too many temporary users on the system.

Adding remote voice users through User Administration

When to use Use this procedure to add either permanent or temporary remote voice users one at a time.

Procedure To add a remote voice user, follow these steps.

Starting Point: The Main Menu

Step Action

- 1

Select User Administration.
Result: The User Administration menu is displayed.
- 2

Select Remote Voice User.
- 3

Press the [Add] softkey.
Result: You are prompted for a mailbox number.
- 4

Enter the mailbox number of the remote voice user.
Requirement: Enter the necessary network prefix or steering code as part of the mailbox number.
Result: The Add Remote Voice User screen is displayed.

User Administration

Add Remote Voice User

Mailbox Number:

8998075

Last Name:

First Name:

Initials:

Department:

Extension DNs:

8998075

Personal Verification Recorded (Voice):

No

Name Dialable by External Callers:

No

Yes

MORE BELOW

Save

Cancel

Voice

Note: Field descriptions begin on [page 9-14](#).

Step Action

- 5 Enter the user's last name and first name.
- 6 Enter the user's initials.
- 7 Enter the user's department.
- 8 Does the user have a phone and can he or she be dialed directly from the local site?
 - If yes, [go to step 10](#).
 - If no, make all Extension DN fields blank and [go to step 12](#).
- 9 Is the user's primary phone number the same as their mailbox number?
 - If yes, [go to step 10](#)
 - If no, blank out their first DN field and enter their primary DN, then [go to step 10](#)
- 10 Does the user have more than one extension DN?
 - If yes, [go to step 11](#).
 - If no, [go to step 12](#).
- 11 Enter the user's other DN(s) in the remaining Extension DN fields.
- 12 Do you want to record a personal verification (spoken name) for the user?
 - If yes, [see "Recording a personal verification for a remote voice user" on page 9-21](#).
 - If no, [go to step 13](#).

Step	Action
------	--------

- | | |
|----|---|
| 13 | Do you want external callers to be able to name dial this user? <ul style="list-style-type: none">• If yes, set the Name Dialable by External Callers field to Yes.• If no, set the Name Dialable by External Callers field to No. |
| 14 | Is this a permanent user? <ul style="list-style-type: none">• If yes, select Permanent.• If no, select Temporary. |
| 15 | Do you want to save the user with the information you have entered? <ul style="list-style-type: none">• If yes, press the [Save] softkey.• If no, press the [Cancel] softkey or make the necessary changes and then press [Save]. |

Recording a personal verification for a remote voice user

Introduction

Ideally, users should record personal verifications (spoken names) in their own voice. However, as administrator, you can record personal verifications from the administration terminal on behalf of users.

Procedure

To record a personal verification, follow these steps.

Starting Point: The Add Remote Voice User screen

Step Action

- 1 Put the cursor on the Personal Verification Recorded (Voice) field.
- 2 Press the [Voice] softkey.
Result: You are prompted to enter the extension of the phone you want to use to record the verification.
- 3 Enter the extension of the phone and press Return.
Result: The phone rings.
- 4 Pick up the receiver.
Result: The recording softkeys are displayed.

```

User Administration
View/Modify Remote Voice User
Mailbox Number: 8998057
Last Name: Perez
First Name: Manuel Initials: M
Department: Product Development
Extension DNs: 8998057
Personal Verification Recorded (Voice): No
Name Dialable by External Callers: No Yes
Select a softkey >
Return Play Record Delete Disconnect
  
```

Step	Action
------	--------

- | | |
|----|--|
| 5 | Press the [Record] softkey.
Result: The [Stop] softkey is displayed. |
| 6 | At the sound of the beep, speak the user's name (and, optionally, the user's remote location).
Example: "Heather McGee at Richardson." |
| 7 | Press the [Stop] key to stop recording. |
| 8 | Do you want to verify the recording? <ul style="list-style-type: none">• If yes, press the [Play] softkey.• If no, go to step 10. |
| 9 | Do you want to rerecord the verification? <ul style="list-style-type: none">• If yes, repeat steps 5 to 8 to rerecord the verification.• If no, go to step 10. |
| 10 | Do you need to record personal verifications for any other users? <ul style="list-style-type: none">• If yes, press the [Return] softkey and do not hang up the receiver.
The next time you press [Voice] to record another verification, you will not have to reenter the phone extension since the line has not been disconnected.• If no, press the [Disconnect] softkey and hang up the receiver. |

Adding temporary remote voice users using RVU Propagation via Enterprise Networking

Introduction

The RVU Propagation via Enterprise Networking feature can be used to add temporary remote voice users.

When this feature is enabled, temporary remote voice users are added automatically.

Requirement

Enterprise Networking must be enabled on both sites: your local site *and* the remote site from which you want to add users to your system.

Enabling RVU Propagation via Enterprise Networking

To automatically add temporary remote voice users to your system, you must enable the RVU Propagation via Enterprise Networking feature. It is disabled by default.

This feature is enabled through Network Administration.

1. Enable RVU Propagation via Enterprise Networking for the local site.

In the Networking Configuration screen of the local Meridian Mail Compact Option site, set the Add/Update Remote Voice Users field to Yes.

This informs Meridian Mail Compact Option that you want to receive remote voice user information at the local site.

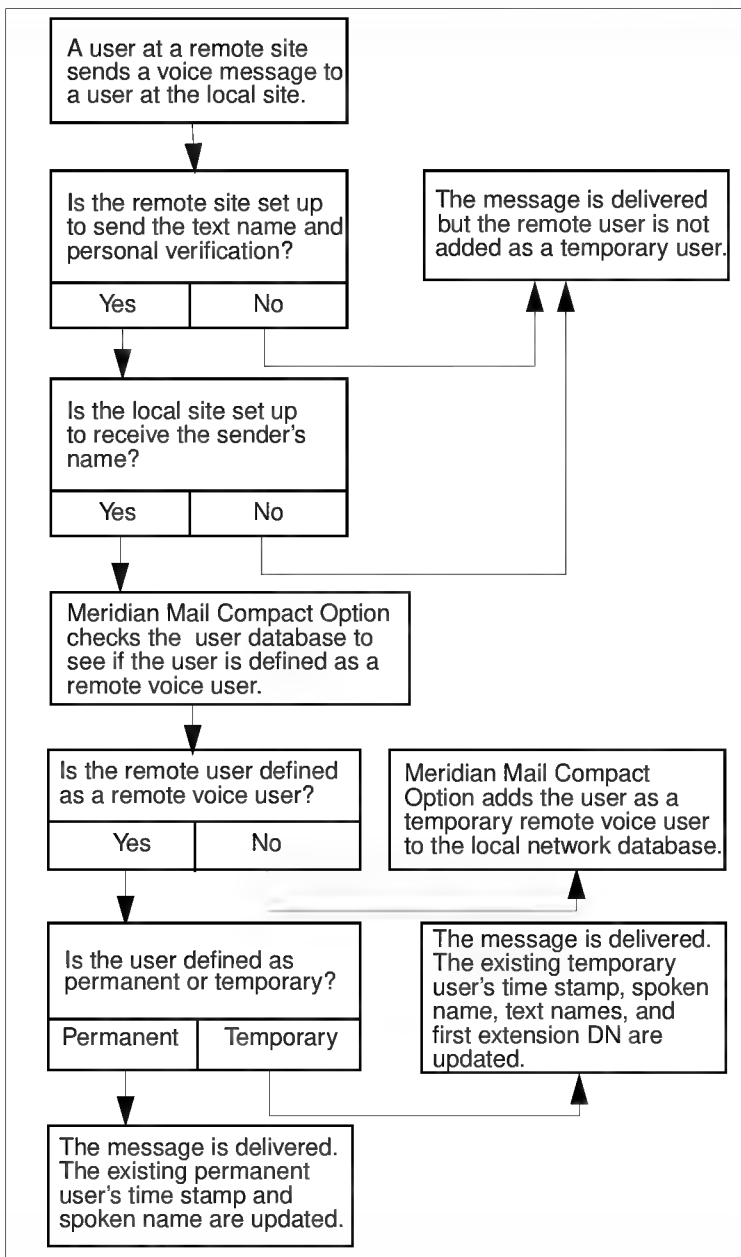
2. Choose the sites whose users you want added as remote voice users to your system.
3. To enable the sending of RVU information from each remote site, you must set the Send the Sender's text name and personal verification field to Yes in the Remote Site Maintenance screen at the *remote* Meridian Mail Compact Option system (not the local system).

See Also

For detailed instructions on enabling this feature, refer to the *Meridian Mail Compact Option Enterprise Networking Installation and Administration Guide* NTP 555-7001-222, “Maintaining the network” chapter.

When users are added/updated

A temporary remote voice user is added to the local site when a user at a remote site sends a network message to a user at the local site. Remote voice user information is taken from the header of the Enterprise network message that is received.



Limitations

The following are limitations of the RVU Propagation via Enterprise Networking feature.

- Users at remote sites are added to your system as temporary remote voice users only when messages are received from them.

Remote voice users who do not send network messages will not be added as remote voice users even if they are regularly name-dialed or have a lot of messages sent to them.

For a description of how to work around this limitation, see [“Application 2: seeding temporary users” on page 9-28.](#)

- If the sender's site does not have mailbox numbers that match the dialing plan, the call sender and name dialing features are not available.
- Additions and updates of temporary remote voice users is blocked during the nightly audit.
- Only 18 characters of the remote voice users text name will be sent.

WHEN	THEN
the first and last names are 18 characters or less	the first and last names of the user are sent.
the last name and initials are 18 characters or less	the last name and initials of the user are sent.
the last name only is 18 characters or less	only the last name is sent.
the last name is more than 18 characters long	only the last name is sent and is truncated to 18 characters.

Adding remote voice users using RVU Propagation via Bulk Provisioning

Introduction

Bulk Provisioning is a feature that allows you to transfer data between Enterprise Mail systems using tapes. One of the ways in which you can use this feature is to copy local users from a remote site to tape and then to your local user database as temporary or permanent remote voice users.

Information that is added/updated

The following user information is added to the local system.

- the user's entire name
- the user's mailbox
- the user's primary DN
- the user's personal verification (spoken name)
- the user's department

Application 1: provisioning permanent users

You can use this feature to add a large number of permanent remote voice users to your local user database. This eliminates the need to add each user manually.

The other benefit over adding each user manually, is that the personal verifications (spoken names) that users have recorded in their own voice will be used. This means that you no longer have to record users' personal verifications at the administration terminal.

**Application 2:
seeding temporary
users**

RVU Propagation via Bulk provisioning

You can use bulk provisioning to initially add temporary remote voice users in a batch as the network is set up. In this way, all the users at a remote site could be made available at one time.

RVU Propagation via Enterprise Networking

Once users have been added using bulk provisioning, you can use RVU Propagation via Enterprise Networking to maintain the database of temporary users.

This means that any additional temporary remote voice users will automatically be added on an as-needed basis. Over time, the less frequently used temporary remote voice users will be deleted during the nightly audit to lessen the system load. Only regularly accessed temporary users will be kept on the system.

**Application 3:
selective seeding of
temporary users**

In Application 2, you use RVU Propagation via Bulk Provisioning to seed a large number of temporary remote voice users.

If you want to add a selective (smaller) subset of remote voice users to your system, you can do the following.

1. Compose a voice message to the users you want to add as remote voice users to your system.
2. Tag the message for acknowledgment.
3. Send the message.

When the read message acknowledgment comes back, the users are added as temporary remote voice users.

See also

For information about how to use the bulk provisioning feature, see Chapter 32, "Bulk provisioning".

Section C **Finding remote voice users**

In this section

<u>Accessing the Find Remote Voice Users screen</u>	<u>9-30</u>
<u>The Find Remote Voice Users screen</u>	<u>9-31</u>
<u>Wildcard characters</u>	<u>9-34</u>
<u>Finding, listing, and printing remote voice users</u>	<u>9-36</u>

Accessing the Find Remote Voice Users screen

Introduction

You fill in your search criteria in the Find Remote Voice Users screen. You can then choose to print or list (on screen) the users that are found. If you choose to view the list on screen, you can then select a user in order to view, modify, or delete the user.

Procedure

To access the Find Local Voice Users screen, follow these steps.

Starting Point: The Main Menu

Step	Action
------	--------

- | | |
|---|-----------------------------|
| 1 | Select User Administration. |
| 2 | Select Remote Voice User. |
| 3 | Press the [Find] softkey. |

Result: The Find Remote Voice Users screen is displayed.

User Administration	
Find Remote Voice Users	
If a specific location is desired, include the location code prefix in the mailbox number field.	
Mailbox Number:	
Last Name:	
First Name:	
Department:	
Extension Number (DN):	
Personal Verification Status:	☐ Not_Recorded ☐ Recorded
User Type:	☐ Permanent ☐ Temporary
Select a softkey >	
Exit	List
Print	Find

The Find Remote Voice Users screen

Introduction

By entering what you know about the user or subset of users you want to find, Meridian Mail Compact Option will search the database and return a list of remote voice users that meet the criteria you have specified.

The screen

This is the Find Remote Voice Users screen.

The screenshot shows a terminal window titled "User Administration" with a sub-header "Find Remote Voice Users". Below the header is a text instruction: "If a specific location is desired, include the location code prefix in the mailbox number field." The form contains several input fields: "Mailbox Number:" with a cursor, "Last Name:", "First Name:", "Department:", and "Extension Number (DN):". There are two radio button options for "Personal Verification Status:" (labeled "Any", "Not_Recorded", and "Recorded") and "User Type:" (labeled "Any", "Permanent", and "Temporary"). At the bottom, it says "Select a softkey >" followed by five buttons: "Exit", "List", "Print", and two unlabeled buttons.

Field descriptions

This table describes the fields in the Find Remote Voice Users screen.

Mailbox Number

Description	Use this field to find users within a certain range of consecutive mailbox numbers or a particular user. To find a range of mailbox numbers, use the appropriate wildcards. The mailbox number must include the network prefix of the remote site.
-------------	--

Maximum Length	You can enter up to 28 characters.
Last Name	
Description	Use this field (in combination with the first name field) if you want to find a particular user, or alone to find all users with a particular last name. Use wildcards if you are unsure of the exact spelling.
Default	Blank (finds users with any last name)
First Name	
Description	Use this field (in combination with the last name field) to find a particular user, or alone to find all remote voice users with a particular first name. Use wildcards if you are unsure of the spelling.
Default	Blank (finds users with any first name)
Department	
Description	Use this field to find users that belong to a particular department. Use wildcard characters if you are unsure of the exact name or spelling, or if you want to find users in a number of similarly named departments.
Default	Blank (finds users in any department)
Extension Number (DN)	
Description	Use this field if you want to find users with a particular primary extension DN. Use wildcards to find users within a range of DNs.
Default	Blank (finds users with any extension DN)

Personal Verification Status

Description	Use this field to find users who do not have, or have, a recorded personal verification.
Default	Any
Valid Options	Any, Not Recorded, Recorded

User Type

Description	Use this field to find either temporary users or permanent users.
Default	Any
Valid Options	Any, Permanent, Temporary

Wildcard characters

Introduction

You can use wildcards in most of the fields in the Find Remote Voice Users screen in order to find a subset of users.

Definition: wildcard

A wildcard is a character that is used in a search string to represent an unknown or variable character or string of characters.

Types of wildcards

There are two wildcards that you can use.

Wildcard	Description
_	The underscore (_) replaces a single character.
+	The plus sign (+) replaces a string of characters.

Where you can use wildcards

You can enter wildcards in the following fields.

- Mailbox Number
- Last Name
- First Name
- Department
- Extension Number (DN)

Examples

The following examples show how wildcards can be used to find a range of users.

You enter	Result
“6321210_” in the Mailbox Number field (6321 is the ESN prefix of the remote site).	All mailboxes in the range 63212100 to 63212109 are found.
“7_99” in the Extension Number field.	Users with the following extension DNs are found: 7099, 7199, 7299, 7399, 7499, 7599, 7699, 7799, 7899, 7999.
“3213+” in the Mailbox Number field.	All mailboxes beginning with 3213 are found.
“+Engineering” in the Department field.	Users belonging to all engineering departments are found (such as Software Engineering, Hardware Engineering, Information Engineering).

Finding, listing, and printing remote voice users

Purpose

Use the find function to

- list (on screen) or print the found users
- view or modify any of the found users
- delete any of the found users

Specifying search criteria

You only need to change a field if that field is part of your search criteria. All other fields should be left so that they display their default setting (blank or Any).

Network format

The mailbox numbers and DNs that are listed or printed are displayed in network format.

This means that any necessary network prefixes or steering codes are included as part of the DN or mailbox number.

Examples

If the dialing plan is ESN, you would see DNs like 62334433 where 6233 is the ESN prefix of the remote site and 4433 is the local DN.

If the dialing plan is CDP, you would see DNs like 54433, where 54 is the steering code of the site to which the user belongs.

Procedure

To find a remote voice user (or subset of users), follow these steps.

Starting Point: The Main Menu

Step Action

- 1 Select User Administration.
- 2 Select Remote Voice User.
- 3 Press the [Find] softkey.

Result: The Find Remote Voice Users screen is displayed.

User Administration

Find Remote Voice Users

If a specific location is desired, include the location code prefix in the mailbox number field.

Mailbox Number:

Last Name:

First Name:

Department:

Extension Number (DN):

Personal Verification Status: ☐ Any ☐ Not_Recorded ☐ Recorded

User Type: ☐ Any ☐ Permanent ☐ Temporary

Select a softkey >

Exit **List** **Print**

- 4 Fill in the necessary fields in order to define your search criteria.

Note: Field descriptions begin on [page 9-31](#).

- 5 List or print the users that match the search criteria.

IF you want to**THEN**

- | | |
|--|--------------------------------|
| list the users that match the search criteria | go to step 6 . |
| print the users that match the search criteria | go to step 9 . |
| cancel the search | press [Exit]. |

Step Action

6 Press the [List] softkey.

Result: The List of Remote Voice Users screen is displayed.

User Administration						
List of Remote Voice Users						
Name	Mailbox	Department	User Type	Last Access	Personal Verific.	Recorded
Galhoun, Gavin	8998051	Public Relatio	Perm	6/11/96	Yes	
Campbell, Dave	843309	Reporting	Temp	6/10/96	No	
Cathgart, Dr C	843307	Reporting	Perm	6/13/96	Yes	
Defago, Jacques	843306	Reporting	Temp	6/15/96	Yes	
Douglas, Joe	8998055	Maintenance	Temp	6/11/96	No	
Fedora, Alex	8998052	Public Relatio	Perm	6/19/96	Yes	
Glass, Fred	8998071	Marketing	Perm	6/20/96	No	
Humber, Carol	8998053	Public Relatio	Perm	6/10/96	Yes	
Lebar, Tammy	8998054	Maintenance	Temp	6/11/96	No	
Lee, Wen Mai	8998056	Product Develo	Temp	6/16/96	Yes	
Nero, Giuseppe	843305	Reporting	Perm	6/11/96	Yes	
Nova, Louis	8998050	Marketing	Temp	6/10/96	No	
Perez, Manuel	8998057	Product Develo	Perm	6/11/96	Yes	
Rowe, Colin	8998058	Product Develo	Perm	6/14/96	Yes	

Select a softkey >

Exit		View/Modify	Delete	Voice
------	--	-------------	--------	-------

7 Do you want to view, modify, or delete a local voice user or record a personal verification?

- If yes, [go to step 8](#).
- If no, press [Exit] to return to the Find Remote Voice Users screen.

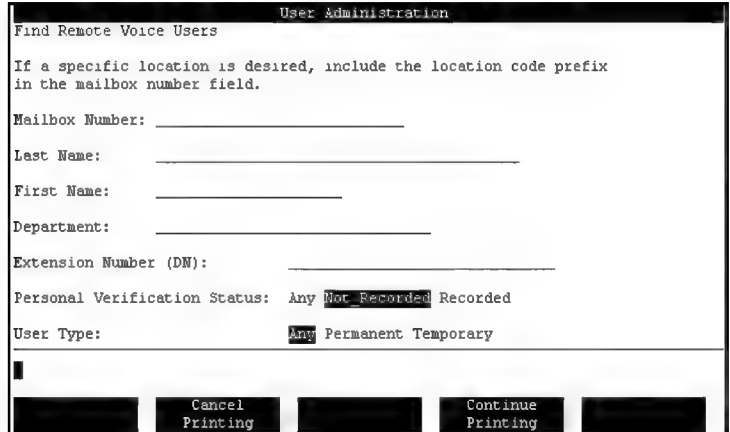
8 Select the user by moving your cursor to the user's name and pressing the Spacebar.

IF you want to	THEN press	AND go to
view or modify a user	[View/Modify]	page 9-42 .
delete a user	[Delete]	page 9-47 .
record a personal verification for the user	[Voice]	page 9-21 .

Step Action

9 Press the [Print] softkey.

Result: The Printing softkeys are displayed.



The screenshot shows a terminal-style interface titled "User Administration". Below the title is the heading "Find Remote Voice Users". A note states: "If a specific location is desired, include the location code prefix in the mailbox number field." The form contains several input fields: "Mailbox Number:", "Last Name:", "First Name:", and "Department:". Below these is "Extension Number (DN):". The "Personal Verification Status" section has three radio buttons: "Any", "Not Recorded" (which is selected), and "Recorded". The "User Type" section has three radio buttons: "Any" (selected), "Permanent", and "Temporary". At the bottom of the screen, there are four softkey buttons: a blank button, "Cancel Printing", a blank button, and "Continue Printing".

10 Do you want to continue printing?

- If yes, press the [Continue Printing] softkey.

Note: Once printing has started, you can stop it at any time by pressing the [Cancel Printing] softkey.

- If no, press the [Cancel Printing] softkey.
-

Section D **Modifying and deleting remote voice users**

In this section

[Viewing and modifying remote voice users](#) [9-42](#)

[Manually deleting remote voice users](#) [9-47](#)

[How temporary remote voice users are automatically deleted from the system](#) [9-52](#)

Viewing and modifying remote voice users

Introduction

You may or may not know the mailbox number of the user you want to view or modify. Use this table to decide which procedure to follow to access the View/Modify Remote Voice User screen.

IF you	THEN follow
know the user's mailbox number	the procedure on this page.
do not know the users's mailbox number	the procedure on page 9-43 .

When to use

Use this procedure when you need to

- modify user information (such as last name or department)
- make a temporary user permanent
- make a permanent user temporary

Accessing the screen when you know the mailbox number

To access the View/Modify Remote Voice User screen directly, follow these steps.

Starting Point: The Main Menu

Step Action

- 1 Select User Administration.
- 2 Select Remote Voice User.
- 3 Press the [View/Modify] softkey.
Result: You are prompted for a mailbox number.
- 4 Enter the user's mailbox number (including the access code and network prefix) and press Return.
Result: The View/Modify Remote Voice User screen is displayed. See [page 9-45](#).

Finding a remote voice user and accessing the screen

To find the remote voice user you want to modify when you do not know the mailbox number, follow these steps.

Starting Point: The Main Menu

Step Action

- 1 Select User Administration.
- 2 Select Remote Voice User.
- 3 Press [Find].

Result: The Find Remote Voice Users screen is displayed.

User Administration

Find Remote Voice Users

If a specific location is desired, include the location code prefix in the mailbox number field.

Mailbox Number:

Last Name:

First Name:

Department:

Extension Number (DN):

Personal Verification Status: Not_Recorded Recorded

User Type: Permanent Temporary

Select a softkey >

Exit List Print

- 4 Enter the information you know about the user.

Examples: Last Name, First Name, Department

Step Action

5 Press [List].

Result: The List of Remote Voice Users screen is displayed.

User Administration						
List of Remote Voice Users						
Name	Mailbox	Department	User Type	Last Access	Personal Verific.	Recorded
Galhoun, Gavin	8998051	Public Relatio	Perm	6/11/96	Yes	
Campbell, Dave	843309	Reporting	Temp	6/10/96	No	
Cathgart, Dr C	843307	Reporting	Perm	6/13/96	Yes	
Defago, Jacques	843306	Reporting	Temp	6/15/96	Yes	
Douglas, Joe	8998055	Maintenance	Temp	6/11/96	No	
Fedora, Alex	8998052	Public Relatio	Perm	6/19/96	Yes	
Glass, Fred	8998071	Marketing	Perm	6/20/96	No	
Humber, Carol	8998053	Public Relatio	Perm	6/10/96	Yes	
Leber, Tammy	8998054	Maintenance	Temp	6/11/96	No	
Lee, Wen Mai	8998056	Product Develo	Temp	6/16/96	Yes	
Nero, Giuseppe	843305	Reporting	Perm	6/11/96	Yes	
Nova, Louis	8998050	Marketing	Temp	6/10/96	No	
Perez, Manuel	8998057	Product Develo	Perm	6/11/96	Yes	
Rowe, Colin	8998058	Product Develo	Perm	6/14/96	Yes	

Select a softkey >

Exit		View/Modify	Delete	Voice
------	--	-------------	--------	-------

6 If you do not see the user you are looking for, scroll down using the down arrow key or the Page Down key to see more users.

7 Select the user you want to view or modify by moving your cursor to the user's name and pressing the Spacebar.

8 Press [View/Modify].

Result: The View/Modify Remote Voice User screen is displayed. See [page 9-45](#).

The View/Modify Remote Voice User screen

This is the View/Modify Remote Voice User screen.

Part 1

User Administration	
View/Modify Remote Voice User	
Mailbox Number:	8998051
Last Name:	Calhoun
First Name:	Gavin Initials: G
Department:	Public Relations
Extension DNs:	8998051
Personal Verification Recorded (Voice): No	
Name Dialable by External Callers: No Yes	
MORE BELOW	
Save	Cancel
	Voice

Part 2

User Administration		MORE ABOVE
View/Modify Remote Voice User		
First Name:	Gavin	Initials: G
Department:	Public Relations	
Extension DNs:	8998051	
Personal Verification Recorded (Voice): No		
Name Dialable by External Callers: No Yes		
User Type:	Permanent Temporary	
Last Access Time:	6/11/97 10:21	
Save	Cancel	Voice

Field descriptions The fields in this screen are the same as in the Add Remote Voice User screen. For field descriptions, [see “The Add Remote Voice User screen” on page 9-14.](#)

Procedure To view or modify a remote voice user, follow these steps.

Starting Point: The View/Modify Remote Voice User screen

Step Action

1	Change the user's last name if necessary.						
2	Change the user's department if necessary.						
3	Change the extension DNs associated with the user if necessary.						
4	Do you want to record a personal verification for the user? • If yes, see “Recording a personal verification for a remote voice user” on page 9-21. • If no, go to step 5.						
5	Do you want to allow name dialing by external callers? • If yes, select Yes in the Name Dialable by External Callers field. • If no, select No in the Name Dialable by External Callers field.						
6	Change the user type if necessary. <table><tr><th>IF you want to</th><th>THEN select</th></tr><tr><td>make a temporary user permanent</td><td>Permanent in the User Type field.</td></tr><tr><td>make a permanent user temporary</td><td>Temporary in the User Type field.</td></tr></table>	IF you want to	THEN select	make a temporary user permanent	Permanent in the User Type field.	make a permanent user temporary	Temporary in the User Type field.
IF you want to	THEN select						
make a temporary user permanent	Permanent in the User Type field.						
make a permanent user temporary	Temporary in the User Type field.						
7	Do you want to save the user with the current information? • If yes, press [Save]. • If no, press [Cancel] or make any necessary changes and press [Save].						

Manually deleting remote voice users

Introduction

You may or may not know the mailbox number of the user you want to delete. Use this table to decide which procedure to follow to access the Delete Remote Voice User screen and then delete a user.

IF you	THEN follow
know the user's mailbox number	the procedure on this page.
do not know the users's mailbox number	the procedure on page 9-49 .

Deleting a user when you know the mailbox number

To access the Delete Remote Voice User screen directly, follow these steps.

Starting Point: The Main Menu

Step	Action
------	--------

- | | |
|---|-----------------------------|
| 1 | Select User Administration. |
| 2 | Select Remote Voice User. |
| 3 | Press the [Delete] softkey. |

Result: You are prompted for a mailbox number.

Step Action

- 4 Enter the user's mailbox number (including the access code and network prefix) and press Return.

Result: The Delete Remote Voice User screen is displayed.

User Administration

Delete Remote Voice User

Mailbox Number: 8998055

Last Name: Douglas

First Name: Joe Initials: J

Department: Maintenance

Extension DNs: 8998055

Personal Verification Recorded (Voice): No

Name Dialable by External Callers: No Yes

MORE BELOW

OK to Delete Cancel

- 5 Is this the user you want to delete?
- If yes, [go to step 6](#).
 - If no, press [Cancel].
- Obtain the correct mailbox number or use the next procedure on [page 9-49](#) to find the user.
- 6 Press the [OK to Delete] softkey.
- Result:** The user is deleted and you are prompted for another mailbox number.
- 7 Do you want to delete another remote voice user?
- If yes, [repeat steps 4 to 6](#) until you have deleted all remote voice users that you need to delete at this time.
 - If no, press the [Cancel] softkey.
-

Finding and deleting a remote voice user

To find the remote voice user you want to delete when you do not know the mailbox number, follow these steps.

Starting Point: The Main Menu

Step Action

- 1 Select User Administration.
- 2 Select Remote Voice User.
- 3 Press [Find].

Result: The Find Remote Voice Users screen is displayed.

User Administration

Find Remote Voice Users

If a specific location is desired, include the location code prefix in the mailbox number field.

Mailbox Number:

Last Name:

First Name:

Department:

Extension Number (DN):

Personal Verification Status: Not_Recorded Recorded

User Type: Permanent Temporary

Select a softkey >

Exit List Print

- 4 Enter the information you know about the user.

Examples: Last Name, First Name, Department

Step Action

5 Press [List].

Result: The List of Remote Voice Users screen is displayed.

User Administration						
List of Remote Voice Users						
Name	Mailbox	Department	User Type	Last Access	Personal Verific.	Recorded
Malhoun, Gavin	8998051	Public Relatio	Perm	6/11/96	Yes	
Campbell, Dave	843309	Reporting	Temp	6/10/96	No	
Cathgart, Dr C	843307	Reporting	Perm	6/13/96	Yes	
Defago, Jacque	843306	Reporting	Temp	6/15/96	Yes	
Douglas, Joe	8998055	Maintenance	Temp	6/11/96	No	
Fedora, Alex	8998052	Public Relatio	Perm	6/19/96	Yes	
Glass, Fred	8998071	Marketing	Perm	6/20/96	No	
Humber, Carol	8998053	Public Relatio	Perm	6/10/96	Yes	
Lebar, Tammy	8998054	Maintenance	Temp	6/11/96	No	
Lee, Wen Mai	8998056	Product Develo	Temp	6/16/96	Yes	
Nero, Giuseppe	843305	Reporting	Perm	6/11/96	Yes	
Nova, Louis	8998050	Marketing	Temp	6/10/96	No	
Perez, Manuel	8998057	Product Develo	Perm	6/11/96	Yes	
Rowe, Colin	8998058	Product Develo	Perm	6/14/96	Yes	

Select a softkey >

Exit		View/Modify	Delete	Voice
------	--	-------------	--------	-------

6 Select the user you want to delete by moving your cursor to the user's name and pressing the Spacebar.

7 Press [Delete].

Result: The Delete Remote Voice User screen is displayed.

User Administration	
Delete Remote Voice User	
Mailbox Number:	8998055
Last Name:	Douglas
First Name:	Joe
Initials:	J
Department:	Maintenance
Extension DNs:	8998055
Personal Verification Recorded (Voice):	No
Name Dialable by External Callers:	No Yes
MORE BELOW	
OK to Delete	Cancel

Step Action

- 8 Is this the user you want to delete?
- If yes, [go to step 9](#).
 - If no, press [Cancel].
- 9 Press the [OK to Delete] softkey.
- Result:** The user is deleted and you are prompted for another mailbox number.
-

How temporary remote voice users are automatically deleted from the system

Introduction

Temporary remote voice users are automatically deleted by the system during nightly audits.

Timestamps

When a temporary remote voice user is added, the date and time at which the user was added is recorded. This is the timestamp.

When the timestamp is updated

This timestamp is updated whenever

- the user is modified via User Administration
- an Enterprise Networking message is received from the remote voice user
- a remote voice user's personal verification or mailbox number (when no verification is recorded) is played

The remote notification is played whenever

- the header of a message from the remote voice user is played
- a message is composed to the remote voice user
- the envelope of a message received from a remote voice user is played (when the local user presses 7-2)
- the remote voice user is name-dialed or name-addressed
- the recipient of a network message uses call sender to call the remote voice user back

Where timestamp information is displayed

The timestamp is displayed in the View/Modify Remote Voice User screen and the List of Remote Voice Users screen in the Last Access Time field.

The cutoff limit

There is a maximum number of temporary remote voice users that can be added to the system. This maximum number value is called the cutoff limit. Up to 1000 temporary remote voice users can be added to Meridian Mail Compact Option systems. This value can be modified in the Network Configuration screen. The default maximum is 1000.

Whenever the total number of temporary remote voice users exceeds 75% of the cutoff limit, the nightly audit is run to delete some remote voice users.

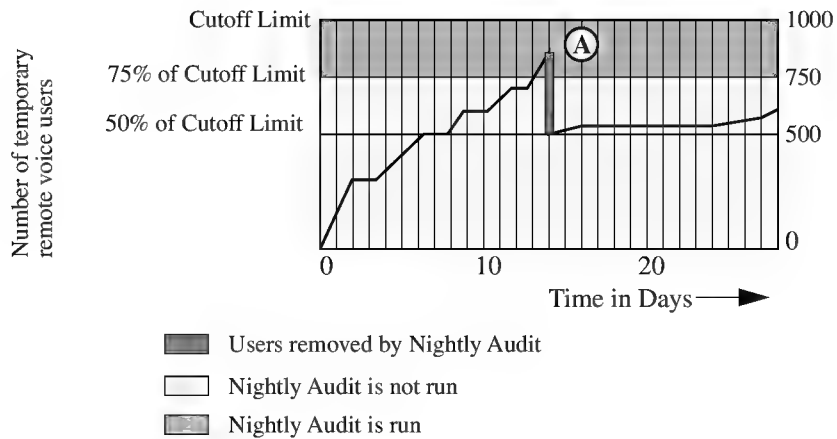
However, temporary remote voice users can still be added (using any method) up to the 100% mark. If this 100% limit is reached, no more remote voice users can be added to the system until after some temporary users are deleted by the audit.

The nightly audit

During the nightly audit, the least recently used users (those with the oldest timestamps) are deleted until the number of remaining temporary voice users equals 50% of the cutoff limit.

Example

The cutoff limit is 1000 temporary remote voice users. On the 14th day (as marked by point A), the number of temporary remote voice users reaches the 75% mark (750). That night the nightly audit is run and the number of temporary remote voice users is reduced to 500 (50%).



Chapter 10

Directory entry users

In this chapter

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Overview

Introduction

The User Administration screens provide the administrator with the facilities to add, find, view/modify, and delete directory entry users.

This chapter explains who directory entry users are and how to administer them.

What is a directory entry user?

Concept

Directory entry users are users registered in the Meridian Mail Compact Option directory who do not have mailboxes and, therefore, do not have access to voice messaging functions. They can, however, be referenced by such features as name dialing and automated attendant functions such as voice menus (if they are installed on your system).

Who should be a directory entry user

There are several reasons why users might not have a mailbox associated with their extensions.

- The user may not require or want a mailbox, or perhaps the user is not authorized to have a mailbox.
- Another common reason is that a user shares the same phone with other users. (In other words, you can associate a number of directory entry users with the same DN. This is unlike local voice users in that each local voice user must have a unique primary DN and mailbox number.)

Feature implications

Because directory entry users do not have mailboxes, they do not have access to voice messaging functions (such as compose and send).

Directory entry users are included in the Meridian Mail Compact Option directory. Therefore, you can dial those users using Thru-Dial features such as name dialing and automated attendant.

For example, if three people (say Tom, Dick, and Harriet) share the same phone, then another user can call Tom using the name dialing feature instead of dialing their extension number.

Similarly, an external caller can ring a directory entry user's phone through a voice menu or automated attendant. If the

external caller does not remember Tom's extension, the caller can still dial the phone by entering Tom's name.

The Add Directory Entry User screen

Introduction

You may add directory entry users through the Add Directory Entry User screen.

The screen

Following is an example of the Add Directory Entry User screen.

The screenshot shows a window titled "User Administration" with a sub-header "Add Directory Entry User". The form contains the following fields and values:

- Last Name: Adam
- First Name: Patricia
- Initials: (empty)
- Department: EV28
- Extension DNs: 7505
- Personal Verification Recorded (Voice): No
- Name Dialable by External Callers: No Yes

At the bottom of the window, there are five buttons: "Save", "Cancel", an unlabeled button, another unlabeled button, and "Voice".

Field descriptions

The following table describes the fields in the Add Directory User screen.

Last Name	
Description	This is the last name of the directory entry user. Be sure to fill in this field and ensure correct spelling because the name dialing feature uses this information.
Default	Blank
Maximum length	41 alphanumeric characters

Special characters	This field accepts any characters with the exception of the restricted characters "+", "#", and "?". You should limit yourself to alphanumeric characters for name dialing to work properly.
--------------------	--

First Name

Description	This is the first name of the directory entry user.
Default	Blank
Maximum length	21 alphanumeric characters
Special characters	Same as Last Name.

Initials

Description	These are the initials of the directory entry user. You may use initials to distinguish users with identical first and last names. These initials, however, cannot be used in name dialing. If you do not enter any initials, the system will automatically fill in this field with the first initial of the user's first name.
Maximum length	5 alphanumeric characters

Department

Description	This is the department of the directory entry user. You can retrieve users on the basis of their department when using the Find Directory Entry Users function (described later in this chapter). Only the first 26 characters of the department are displayed in the List of Directory Entry Users screen. Therefore, make sure that department names are unique based on the first 26 characters of their names.
-------------	--

Default	Initially blank. After the first user, this field defaults to the department entered for the last user added.
Maximum length	31 alphanumeric characters
Special characters	Same as Last Name.

Extension DNs

Description	This is the user's extension number(s). A user can be associated with up to three extensions.
Default	This field defaults to the primary extension.

ATTENTION

Make sure that none of these DNs conflict with any distribution list numbers. If a distribution list and a directory entry user share the same number, the distribution list number will take precedence over a directory entry user number during compose. The message will not be sent to the directory entry user.

Personal Verification Recorded (Voice)

Description	If a personal verification has been recorded for this user, this field displays Yes. No indicates that no verification is currently recorded. The setting in this field changes when the [Voice] softkey is used to record a verification. The personal verification is played when the user's phone is dialed using Thru-Dial service (including name dialing). It informs callers that they have reached the correct phone.
-------------	---

Name Dialable by External Callers

Description	When the field is set to Yes, external callers can reach the user through the name dialing feature. This may occur when a caller reaches a voice menu and is prompted to enter an extension or the name of the person they want to speak to. (Internal callers can always use name dialing to call directory entry users.)
Default	Yes

Adding directory entry users

Introduction Use the following procedure to add new directory entry users.

Up to three extensions Like local voice users, each directory entry user can be associated with up to three different extensions. Primary extension numbers do not have to be unique. A number of users can share the same extension.

Procedure To add a new directory entry user, follow these steps.

Starting Point: The Main Menu

Step	Action
1	Choose User Administration.
2	Choose Directory Entry User.
3	Press the [Add] softkey.
4	Enter the extension number and press <Return>.
5	Enter the Last Name of the new user.
6	Enter the First Name of the new user.
7	Enter the Department of the new user.
8	Enter the Extension Number(s) of the new user.

Step	Action
------	--------

- | | |
|----|---|
| 9 | Do you want to record a personal verification? <ul style="list-style-type: none">• If yes, see "Recording a personal verification" on page 10-11.• If no, go to step 10. |
| 10 | Do you want external callers to be able to name dial this user? <ul style="list-style-type: none">• If yes, set the Name dialable by external callers field to Yes.• If no, set the Name dialable by external callers field to No. |
| 11 | Do you want to save the user? <ul style="list-style-type: none">• If yes, press [Save].• If no, press [Cancel]. |
-

Recording a personal verification

Introduction

The administrator can use this procedure to record a personal verification on behalf of a directory entry user.

Procedure

To record a personal verification, follow these steps.

Starting Point: The Add Directory Entry User screen, or the View/Modify Directory Entry User screen

Step Action	
1	Put the cursor on the Personal Verification Recorded (Voice) field.
2	Press the [Voice] softkey.
3	Enter the extension of the phone you will use to record the verification and press <Return>. Result: The phone rings.
4	Pick up the receiver. Result: The recording softkeys are displayed.
5	Press the [Record] softkey.
6	At the sound of the beep, speak the user's (and, optionally, the user's extension). Example: "Billy McGee at extension 8123."
7	Press the [Stop] key to stop recording.

Step	Action
------	--------

- | | |
|----|--|
| 8 | Do you want to verify the recording? <ul style="list-style-type: none">• If yes, press the [Play] softkey.• If no, go to step 10. |
| 9 | Do you want to rerecord the verification? <ul style="list-style-type: none">• If yes, press the [Delete] softkey to delete the current recording and repeat steps 5 to 8.• If no, go to step 10. |
| 10 | Do you need to record personal verifications for any other users? <ul style="list-style-type: none">• If yes, press the [Return] softkey and do not hang up the receiver.<p>The next time you press [Voice] to record another verification, you will not have to reenter the phone extension since the line has not been disconnected.</p>• If no, press the [Disconnect] softkey and hang up the receiver. |
-

The Find Directory Entry Users screen

Introduction

You can locate a directory entry user by extension number or name using the Find function.

The screen

Following is an example of the Find Directory Entry Users screen.

The screenshot shows a terminal-style interface for 'User Administration'. The title is 'Find Directory Entry Users'. It contains several input fields: 'Last Name:' with the value 'Adam', 'First Name:' with the value 'Patricia', 'Department:', 'Extension Number (DN):', and 'Personal Verification Status:' with a dropdown menu showing 'Any', 'Not_Recorded', and 'Recorded'. At the bottom, there is a prompt 'Select a softkey >' and a row of five buttons: 'Exit', 'List', 'Print', and two unlabeled buttons.

Field descriptions

The following table describes the fields in the Find Directory Users screen.

Last Name	
Description	
	Fill in this field if you want to retrieve a particular user and remember only the last name. Use wildcard characters (“+”, “?”, and “_”) if you are unsure of the spelling.

First Name

Description	Fill in this field if you want to retrieve a particular user and you remember only the first name. If you also know the last name, the first name will narrow the search (if a number of users have the same last name). Use wildcard characters (“+”, “?”, and “_”) if you are unsure of the spelling.
-------------	---

Department

Description	This field can help you narrow down a search even further if, for example, you can remember only the first or last name of the user you want to find. You can also use this field if you want to retrieve all users that belong to a particular department. Use wildcard characters if you are unsure of the spelling or the exact name of the department.
-------------	--

Extension DNs

Description	This is the user’s primary extension DN. Enter the user’s DN if it is known. Use wildcard characters (“+”, “?”, and “_”) to retrieve a subset of users in a particular range of DNs.
-------------	--

Personal Verification Recorded (Voice)

Description	Set this field to Not_Recorded to retrieve all directory users who do not have a recorded personal verification. Since it is a good idea for all users to have a personal verification, you should record a verification for the user. If the personal verification status is not important, make sure that this field is set to Any (the default).
-------------	---

Finding directory entry users

Introduction

The [Find] softkey can be used to search for a directory entry user, depending upon your search parameters.

Procedure

To access the Find Directory Entry User screen, follow these steps.

Starting Point: The Main Menu

Step	Action
------	--------

- | | |
|---|------------------------------|
| 1 | Choose User Administration. |
| 2 | Choose Directory Entry User. |
| 3 | Press the [Find] softkey. |

Result: The Find Directory Entry User screen is displayed.

The List of Directory Entry Users screen

Introduction

The List of Directory Entry Users screen appears when the [List] softkey on the Find Directory Entry Users screen is used. It provides a list of user names matching the search parameters entered in the Find Directory Entry Users screen.

Screen

Following is an example of the List of Directory Entry Users screen.

User Administration		
List of Directory Entry Users		
Name	Department	Personal Verific. Recorded
Adam, Patricia	EU28	No
Argent, Crystal	EU28	No
Babatunde, John Adewale		No
Cleveland, Gordon	EU15	No
Kimball, Stephanie	EU28	No
Locke, Claire	EU15	No
Miller, Roy	EU28	No
Ricci, Mario		No
Smith, John	EU15	No
Stash, Joe	EU28	No
Select a softkey >		
Exit		View/Modify
		Delete
		Voice

Field descriptions

The following table describes the fields in the List of Directory Entry Users screen.

Name

Description	This is the user's last name followed by the first name.
-------------	--

Department

Description	This is the name of the department to which the user belongs.
-------------	---

Personal Verific. Recorded

Description	This field indicates whether or not a spoken name (personal verification) has been recorded for this user.
-------------	--

**Viewing a list of
directory entry users**

To view a list of directory entry users from your search, follow this procedure.

Starting Point: The Find Directory Entry Users screen

Step Action

- | | |
|---|--|
| 1 | Fill in the screen with the required search parameters. |
| 2 | Press [List] to display the results of the search on the screen. |
| 3 | To view or modify a directory entry user, move to the user's line and press the <spacebar> to select it. |
-

Printing directory entry users

Introduction

The results of your search for an individual or list of directory entry users can also be printed. Instead of using the [List] softkey on the Find Directory Entry Users screen, use the [Print] softkey.

Screen

Following is an example of the Find Directory Entry Users screen, after being filled out for an individual user.

User Administration

Find Directory Entry Users

Last Name: adam

First Name: patricia

Department: eu28

Extension Number (DN): 4581

Personal Verification Status: Any Not_Recorded Recorded

Please ensure that the printer is ready.

Cancel Printing Continue Printing

Procedure

To print out a list of directory entry users from your search, follow this procedure.

Starting Point: The Find Directory Entry Users screen

Step Action

- 1 Do you want to print a list of all directory entry users?
 - If yes, leave all fields blank.
 - If no, fill in the screen with the required search parameters.
 - 2 Press the [Print] softkey.
 - 3 Ensure the printer is working and press the [Continue Printing] softkey.
-

Viewing or modifying directory entry users

Introduction

This procedure explains how to view or modify a directory entry user. Initially, you are prompted for an extension number.

WHEN	THEN
more than one directory entry user is associated with that extension	you will see the List of Directory Entry Users screen (see page 10-16).
only one directory entry user is associated with the extension	the View/Modify Directory Entry User screen is displayed.

Field descriptions

The fields in the View/Modify Directory Entry User screen are identical to those on the Add Directory Entry User screen, described on [page 10-5](#).

Procedure

To view or modify a directory entry user, follow this procedure.

Starting Point: The Main Menu

Step Action

- 1 Choose User Administration
- 2 Choose Directory Entry User.
- 3 Do you know the user's extension number?
 - If yes, press the [View/Modify] softkey. Go to [step 4](#).
 - If no, press, the [Find] softkey.

Step Action

4 Enter the extension number.

IF

more than one user shares the extension only

THEN

the List of Directory Entry Users screen appears.

Go to [step 5](#).

one user is assigned to the extension number

the View/Modify Directory Entry User screen appears.

Go to [step 6](#).

5 Choose a user by placing the cursor on the user you want to view or modify. Press the <spacebar> to select the user and press [View/Modify].

6 Modify the fields as needed.

7 Do you want to record a personal verification?

- If yes, go to ["Recording a personal verification" on page 10-11](#).
- If no, go to [step 8](#).

8 Do you want to save the modified user?

- If yes, press [Save].

Result: The system saves the modified directory entry user.

You are prompted for another extension number. (Go to [step 4](#) to modify another user.)

- If no, press [Cancel].

Result: Any changes will be discarded. The Directory Entry User Administration softkeys screen or the List of Directory Entry Users screen is displayed.

Deleting directory entry users

Introduction

This procedure explains how to delete a directory entry user.

The Delete Directory Enter User screen

Following is an example of the Delete Directory Entry User screen.

User Administration

Delete Directory Entry User

Last Name: Adam

First Name: Patricia Initials: P

Department: EV28

Extension DNs: 7505

Personal Verification Recorded (Voice): No

Name Dialable by External Callers: No Yes

OK to Delete Cancel

Procedure

To delete a directory entry user once you have selected the user from the list of users, follow this procedure.

Starting Point: The Main Menu

Step Action

- 1 Choose User Administration.
- 2 Choose Directory Entry User.
- 3 Do you know the user's extension DN?
 - If yes, press the [Delete] softkey and go to [step 6](#).
 - If no, press the [Find] softkey.

Result: The Find Directory Entry Users screen is displayed.

Step Action

4 Enter the extension number.

IF

more than one user
shares the extension only

THEN

the List of Directory Entry
Users screen appears.

Go to [step 5](#).

one user is assigned to
the extension number

the View/Modify Directory
Entry Users screen
appears.

Go to [step 6](#).

5 Choose a user by placing the cursor on the user you want to delete. Press the <spacebar> to select the user and press [Delete].

6 Do you want to delete the user?

- If yes, press [OK to Delete].
 - If no, press [Cancel].
-

Chapter 11

Distribution lists

In this chapter

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Overview

Introduction

This chapter provides an overview of distribution lists. It explains what a distribution list is and briefly sets out the differences between system and personal distribution lists.

It also provides information and procedures for administering system distribution lists:

- adding a system distribution list
- finding an existing system distribution list
- viewing a system distribution list
- modifying a system distribution list
- printing a system distribution list
- deleting a system distribution list

Understanding distribution lists

Introduction

A distribution list is a mailing list that enables you to send the same message to a number of people. After you add and save a distribution list, you can reuse it whenever you need to send messages to the same group or groups of people.

Adding a distribution list involves assigning a unique number and title to the list and specifying the mailbox numbers that you want to include on it. If you choose to, you can also make a voice recording of the list's title.

When you compose a message, you specify the distribution list number as you would any other mailbox number. Then when you send your message, it is deposited in every mailbox included in the list.

There are two types of distribution lists: system distribution lists and personal distribution lists.

This chapter contains information about administering system distribution lists.

Definition: **system distribution list**

You add a system distribution list through Meridian Mail Compact Option User Administration.

You can add any number of system distribution lists, each containing up to 120 entries.

Definition: **personal distribution list**

Meridian Mail Compact Option users create personal distribution lists from their telephone sets.

A user can create up to 9 personal distribution lists, each containing up to 99 entries.

Limitations on distribution lists

Introduction

This topic presents an overview of factors that affect the creation and use of distribution lists.

Message number and size

The number of addresses to which a user can successfully send a message simultaneously depends on the size of the message, as shown in the following table.

Length of message	Number of addresses
90 minutes voice	up to 290 addresses
60 minutes voice	up to 350 addresses
10 minutes voice	up to 425 addresses
1 minute voice	up to 440 addresses

Note: Each system distribution list is one address, regardless of the number of entries on the list, while each entry on a personal distribution list is one address. Therefore, a system distribution list with 10 entries is 1 address, while a personal distribution list with 10 entries is 10 addresses.

Restrictions on distribution list numbers

The following restrictions are placed on distribution list numbers:

- A system distribution list cannot be assigned a number between 1 and 9. These numbers are reserved for personal distribution lists.
- Each distribution list must have a unique distribution list number.
- A distribution list number must not conflict with any dialing plan prefixes or codes. (These are explained further in the description of the List Number field on page [11-11](#).)

Restrictions, cont'd

- A distribution list number cannot be the same as any mailbox number, including the broadcast mailbox number. The default broadcast mailbox number is 5555.
- A distribution list number cannot share a directory entry user's DN. If a distribution list number and a directory entry user number are the same, the distribution list number takes precedence over the directory entry user number when a list is composed.

MMUI restrictions

Distribution lists can include the following types of numbers:

- mailbox numbers of local voice users
- mailbox numbers of remote voice users

To include users at remote sites in an Enterprise network, you must define them as remote voice users in the local database.

Numbers of directory entry users do not have mailboxes associated with them and, therefore, cannot be included in a distribution list:

**Restrictions on
personal distribution
lists**

A personal distribution list can contain up to 99 entries. There are, however, some limitations on the total number of addresses to which an outgoing message can be sent using personal distribution lists. If a user tries to send a message to a number of distribution lists, he or she may get the following message if the maximum address size of the message is exceeded: *"Your command cannot be completed at this time. Please try again, or contact your administrator."* The message is deleted, and the user is positioned at the next message in the mailbox (or at the end of the mailbox) and can use other commands normally.

Accessing the Distribution Lists softkeys screen

Introduction

Many of the administration tasks concerned with distribution lists begin with the Distribution Lists softkeys screen. These tasks include the following:

- adding a distribution list by using the [Add] softkey
- adding mailboxes to or removing mailboxes from an existing distribution list by using the [View/Modify] softkey
- deleting a distribution list by using the [Delete] softkey
- finding a distribution list by using the [Find] softkey followed by the [List] softkey

This topic explains how to get to the Distribution Lists screen.

The Distribution Lists softkeys screen

The following shows an example of the Distribution Lists softkeys screen.



Procedure

To go to the Distribution Lists softkeys screen, follow this procedure.

Starting Point: The Main Menu

Step Action

1 Select User Administration.

2 Select Distribution Lists.

Result: The system displays the Distribution Lists softkeys screen.

Adding a system distribution list

Introduction

You add a distribution list using the Add Distribution List screen. Adding a distribution list involves assigning a unique number and title to the list and specifying the mailbox numbers that you want to include on it. If you choose to, you can also make a voice recording of the list's title.

When you compose a message, you specify the distribution list number as you would any other mailbox number. Then when you send your message, it is deposited in every mailbox included in the list.

If you assign numbers to distribution lists that are of a different length from those you use as mailbox numbers, you are able to avoid confusion or conflict with your mailbox numbers.

Although making a voice recording of the list title is optional, the voice recording has the same purpose as a personal verification. That is, it is played when a distribution list number is entered when addressing messages. The list title describes who is included in the list or the purpose of the list. This makes it easier to identify whether you have entered the correct list number when you address messages.

The Add Distribution List screen

The following shows an example of the Add Distribution List screen.

User Administration	
Add Distribution List	
List Number:	6011
List Title:	Management Operations
List Title Recorded (Voice):	No
Mailbox Numbers:	
2001	2002
2003	2004
2005	2006
2007	2008
2009	2010
Save Cancel More Fields Voice	

Field descriptions

The following table describes the fields in the Add Distribution List screen.

List Number	
Description	This value uniquely identifies the distribution list. The list number cannot be the same as the following numbers: - personal distribution list numbers The single digits 1 to 9 are reserved for personal distribution lists. - any mailbox number, including the broadcast mailbox number The default broadcast mailbox number is 5555. - a directory entry user's DN If a distribution list and a directory entry user share a number, the distribution list number takes precedence over the directory entry user number when a list is composed. - the name dialing prefix The default name dialing prefix is 11. Do not use 11 to number a list unless you have changed the name dialing prefix in the Voice Messaging Options screen. - the Delivery to Non-User prefix - another distribution list number - any dialing plan access code prefixes
Default	There is no default. You can use any valid number.
Valid range	from 10 to 999999999999999999 (there are 18 9s; only digits are allowed)

List Title

Description	This is the title of the distribution list. It can be up to 41 characters in length. Do not use "?", "+", or " _ " (underscore) which are wildcard characters. The title can be used to address the distribution list by name when you are composing and sending a message to mailboxes on the distribution list.
Default	There is no default value.
Valid range	There is no default range.

List Title Recorded (Voice)

Description	This read-only field indicates whether a voice recording of the list title has been made. It is a good idea to record a title for each distribution list. This helps you to identify the list after you have entered its number when composing a message. Choose a name that uniquely identifies this list. This field changes only when you use the [Voice] softkey to record or delete a list title.
Default	No
Valid range	There is no default range.

Mailbox Numbers

Description	In these fields, you type the mailbox numbers of the users you want to include on the distribution list. Mailbox numbers can be up to 18 digits in length. If Meridian Mail Networking is installed and enabled, you can enter up to 28 characters in each of these fields. You can include up to 120 mailbox numbers in a system distribution list. To add more mailbox fields, use the [More Fields] softkey.
-------------	--

Default	These fields are blank.
Valid range	from 10 to 999999999999999999 (there are 18 9s)
	Note: These must be valid local and remote voice users.

Adding a system distribution list

To add a system distribution list, follow these steps.

Starting Point: The Distribution Lists softkeys screen

Step	Action
1	Select the [Add] softkey. Result: The system prompts for a distribution list number.
2	Type a valid number. Note: For information about valid distribution list numbers, see the description of the List Number field on page 11-11 . Result: The system displays the Add Distribution List screen.
3	Type a name for the list in the List Title field.
4	Type the mailbox numbers of the users you want to include in the distribution list. Note: If you are including the mailbox number of a remote voice user, type the network prefix (ESN prefix or CDP steering code), followed by the mailbox number. The system informs you if any of the numbers are not valid.
5	To add more mailboxes, use the [More Fields] softkey. Note: The system draws one row of fields each time you use this softkey. You can include up to 120 mailboxes in a system distribution list.
6	Make a voice recording of the title of the distribution list. Note: This step is optional. For more information, see "Recording a distribution list title" on page 11-15 .

Step Action

- 7 Use the following table to determine the next step.

IF you want to	THEN
save your distribution list	go to step 8 .
add another distribution list	go to step 8 .
exit without saving your distribution list	go to step 9 .

- 8 To save your distribution list, use the [Save] softkey.

Result: The system saves your distribution list. If your distribution list is long, it may take a few moments to save.

The system then prompts you to enter a number for a new distribution list. To add another distribution list, type a valid number, and [go to step 3](#).

Note: For information about valid distribution list numbers, see the description of the List Number field on page [11-11](#).

- 9 To exit without saving your distribution list, use the [Cancel] softkey.

Result: The system does not save the distribution list, and you are returned to the Distribution Lists softkeys screen.

Recording a distribution list title

To make a voice recording of the title of a distribution list, follow these steps.

Note: This procedure is optional.

Starting Point: The Distribution Lists softkeys screen

Step Action

- 1 Select the [View/Modify] softkey.
Result: The system prompts for a distribution list number.
 - 2 Type the number of the distribution list for which you are recording a title.
 - 3 Select the [Voice] softkey.
Result: The system prompts for an extension number.
 - 4 Type the extension number of the telephone set you are going to use to record the title, and press <Return>.
Result: The phone rings.
 - 5 Pick up the telephone handset.
Result: The system displays the recording softkeys.
 - 6 Select the [Record] softkey.
Result: The system displays a message on the console requesting you to make the recording.
The system displays the [Stop] softkey in place of the [Record] softkey.
You hear a beep through the telephone receiver.
 - 7 At the beep, say the list title into the telephone handset.
 - 8 To stop recording, use the [Stop] softkey.
Result: The recording stops automatically, and the system again displays the recording softkeys.
 - 9 If you are satisfied with the recording, select either the [Disconnect] softkey or the [Return] softkey.
Note: When you use the [Return] softkey, the line is not disconnected unless you hang up the receiver. This means that if you decide to rerecord or listen to the recording, you do not have to type the telephone extension again after selecting the [Voice] softkey.
When you use the [Disconnect] softkey, the line is disconnected, and if you select the [Voice] softkey to access the recording softkeys again, you must again type the telephone extension.
-

Finding and viewing a system distribution list

Introduction

The Find function generates a list of distribution lists. Use this function to locate a particular distribution list or a subset of lists.

Use the List function to view onscreen the distribution lists that you retrieve. You can then view, modify, or delete these distribution lists.

The Find Distribution Lists screen

The following shows an example of the Find Distribution Lists screen. In this example, the user is searching for a list by name.

```

User Administration
Find Distribution Lists

List Number: _____
List Name:   Management Operations|

Select a softkey >
[Exit] [ ] [List] [Print Titles] [Print Entries]

```

Field descriptions

For explanations of the fields in the Find Distribution Lists screen, [see “Field descriptions” on page 11-10.](#)

The fields are identical to those in the Add Distribution List screen, except that you can use the wildcards “+”, “_”, and “?” to retrieve subsets of lists.

Using wildcards

If you do not know the name or number of a list you want to retrieve but do not want to retrieve all available distribution lists, you can use wildcards to narrow your search.

Types of wildcards

There are three wildcards that you can use.

Wildcard	Description
_	The underscore (_) replaces a single character.
+	The plus sign (+) replaces a string of characters.
?	The question mark (?) produces a “sound match”. It finds distribution lists with names that sound alike.

Examples

The following examples show how wildcards can be used to find a subset of distribution lists.

You enter	Result
“2_” in the List Number field	All lists in the range 20 to 29 are found.
“3+” in the List Number field	All distribution lists beginning with 3 are found.
“+Engineering” in the List Name field	All distribution lists that end in “Engineering” are found (such as Software Engineering, Hardware Engineering, Information Engineering).
Braymore?	All distribution lists with names that sound like Braymore (Brey more, Braemore), are found.

Finding and viewing a distribution list

To find a distribution list or a subset of a distribution list, follow these steps.

Starting Point: The Distribution Lists softkeys screen

Step Action

- 1 Select the [Find] softkey.

Result: The system displays the Find Distribution Lists screen.

- 2 Use the following table to determine the next step.

IF you want to	THEN
find a distribution list	type the complete number or name of the list.
find a subset of a distribution list	use wildcard characters to create a search pattern. Example: To retrieve all lists beginning with 1, type 1+ in the List Number field. Note: For more information about wildcards, see "Using wildcards" on page 11-18.
retrieve a distribution list whose name you do not know	leave both fields blank.

- 3 To view a list of the retrieved distribution lists, use the [List] softkey.

Result: The system displays the List of Distribution Lists screen.

Note: The system displays only the first 20 characters of the name of each retrieved list.

Step Action

- 4 Use the following table to determine the next step.

IF you want to	THEN
print the retrieved list title or list entries	go to step 5 .
modify a retrieved list	see "Modifying a system distribution list" on page 11-23 .
delete a retrieved list	see "Deleting a system distribution list" on page 11-28 .

- 5 Use the [Print Titles] softkey or the [Print Entries] softkey, depending on what you want to print.

IF you want to print	THEN
the titles and list numbers only	select the [Print Titles] softkey.
the mailboxes associated with the retrieved list or lists	select the [Print Entries] softkey.

Result: The system displays the [Continue Printing] softkey and the [Cancel Printing] softkey.

It also prompts you to check that the printer is ready.

Step Action

- 6 Use the following table to determine the next step.

IF you want to	THEN
print the list	go to step 7 .
cancel printing	go to step 8 .

- 7 Select the [Continue Printing] softkey.
Result: The system begins to print the distribution list titles or entries.
When printing is complete, the system again displays the Find Distribution Lists screen.
Note: To stop printing at any time, select [Cancel Printing].
- 8 Select the [Cancel Printing] softkey.
Result: The system cancels the print operation, and you are returned to the List of Distribution Lists screen.
Note: There may be some delay before control is returned to the screen because the system waits for the printer to stop.
-

The List of Distribution Lists screen

The following shows an example of the List of Distribution Lists screen with two retrieved lists.

List Number	List Title
6011	Management Operation
6012	Mngt Ops Subgroup

Select a softkey >

Exit View/Modify Delete

Field descriptions

For explanations of the fields in the List of Distribution Lists screen, [see “Field descriptions” on page 11-10](#). The fields are identical to those in the Add Distribution List screen.

Modifying a system distribution list

Introduction

This topic explains how to make changes to an existing distribution list. From the View/Modify Distribution List screen, you can add one or more mailbox numbers to a distribution list. You can change the mailboxes that you include on a list, or you can delete one or more mailboxes.

Note: To delete an entire distribution list, [see “Deleting a system distribution list” on page 11-28.](#)

The View/Modify Distribution List screen

The following shows an example of the View/Modify Distribution List screen.

The screenshot displays the 'View/Modify Distribution List' screen within the 'User Administration' window. The form contains the following fields and values:

- List Number: 6012
- List Title: Mgt_Ops Subgroup
- List Title Recorded (Voice): No
- Mailbox Numbers:

2001	2005
2006	2009
2002	

At the bottom of the screen, there are four buttons: 'Save', 'Cancel', 'More Fields', and 'Voice'.

Field descriptions

For explanations of the fields in the View/Modify Distribution List screen, [see “Field descriptions” on page 11-10.](#) The fields are identical to those in the Add Distribution List screen.

Procedure

To modify a distribution list, follow these steps.

Starting Point: The Distribution Lists softkeys screen

Step Action

- 1 Do you know the number of the distribution list you want to modify?

IF

yes

no

THEN

go to [step 2](#).

[see "Finding and viewing a system distribution list" on page 11-17.](#)

- 2 Select the [View/Modify] softkey.

Result: The system prompts for a distribution list number.

- 3 Type the number of the list you want to modify, and press <Return>.

Result: The system displays the View/Modify Distribution List screen.

- 4 Make your changes to your list.

Note: Use the [More Fields] softkey if you reach the last available mailbox number and wish to add more mailboxes to the list. You can include up to 120 mailboxes in a system distribution list.

Step Action

- 5 Use the following table to determine the next step.

IF you want to	THEN
save your distribution list	go to step 6 .
exit without saving your distribution list	go to step 7 .

- 6 To save your modified distribution list, use the [Save] softkey.
Result: The system saves your changes.
It then prompts you for another distribution list number. To modify another list, go to [step 3](#).
- 7 To exit without saving your changes, use the [Cancel] softkey.
Result: The system returns you to the Distribution Lists softkeys screen.
-

Printing a system distribution list

Introduction

This topic explains how to print information in a system distribution list using the softkeys in the Find Distribution Lists screen.

The Find Distribution Lists screen

The following shows the position of the print keys on the Find Distribution Lists screen.

The screenshot shows a terminal window titled "User Administration" with the subtitle "Find Distribution Lists". It contains two input fields: "List Number:" with the value "6011" and a cursor, and "List Name:" which is empty. Below the input fields is a line of text "Select a softkey >". At the bottom, there are five softkey buttons: "Exit", "List", "Print Titles", and "Print Entries".

User Administration				
Find Distribution Lists				
List Number:	6011			
List Name:				
Select a softkey >				
Exit		List	Print Titles	Print Entries

Field descriptions

For explanations of the fields in the Find Distribution List screen, [see "Field descriptions" on page 11-10](#). The fields are identical to those in the Add Distribution List screen.

Procedure

To print distribution list information, follow these steps.

Starting Point: The Find Distribution Lists screen

Step Action

- 1 Use the [Print Titles] softkey or the [Print Entries] softkey, depending on what you want to print.

IF you want to print**THEN**

the titles and list numbers only

select the [Print Titles] softkey.

the mailboxes associated with the retrieved list or lists

select the [Print Entries] softkey.

Result: The system displays the [Continue Printing] softkey and the [Cancel Printing] softkey.

It also prompts you to check that the printer is ready.

- 2 Use the following table to determine the next step.

IF you want to**THEN**

print the list

go to [step 3](#).

cancel printing

go to [step 4](#).

- 3 Select the [Continue Printing] softkey.

Result: The system begins to print the distribution list titles or entries.

When printing is complete, the system again displays the Find Distribution Lists screen.

Note: To stop printing at any time, go to [step 4](#).

- 4 Select the [Cancel Printing] softkey.

Result: The system cancels the print operation, and you are returned to the List of Distribution Lists screen.

Note: There may be some delay before control is returned to the screen because the system waits for the printer to stop.

Deleting a system distribution list

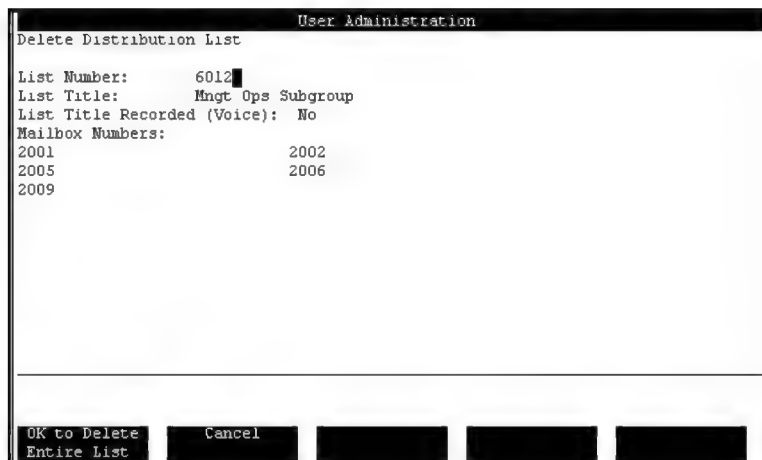
Introduction

This topic explains how to delete a system distribution list using the Delete Distribution List screen. This screen enables you to view a distribution list before you delete it.

To delete mailbox numbers from a distribution list but not the entire list, [see “Modifying a system distribution list” on page 11-23.](#)

The Delete Distribution List screen

The following shows an example of the Delete Distribution List screen.



The screenshot shows a window titled "User Administration" with a sub-header "Delete Distribution List". The screen displays the following information:

- List Number: 6012
- List Title: Mngt Ops Subgroup
- List Title Recorded (Voice): No
- Mailbox Numbers:
 - 2001 2002
 - 2005 2006
 - 2009

At the bottom of the screen, there are four buttons: "OK to Delete Entire List", "Cancel", and two unlabeled buttons.

Field descriptions

For explanations of the fields in the Delete Distribution List screen, [see “Field descriptions” on page 11-10.](#) The fields are identical to those in the Add Distribution List screen.

Note: In the Delete Distribution List screen, these fields are read-only.

Procedure

To delete a system distribution list, follow these steps.

Starting Point: The Distribution Lists softkeys screen

Step Action

- 1 Do you know the number of the distribution list you want to delete?

IF

yes
no

THEN

go to [step 2](#).
see ["Finding and viewing a system distribution list" on page 11-17](#).

- 2 Select the [Delete] softkey.
Result: The system prompts for a distribution list number.

- 3 Type the number of the list you want to delete, and press <Return>.

Result: The system displays the Delete Distribution List screen.

- 4 Use the following table to determine the next step.

IF you want to**THEN**

delete your distribution list	go to step 5 .
exit without deleting your distribution list	go to step 6 .

- 5 To delete your distribution list, use the [Delete] softkey.
Note: The system deletes the list.
It then prompts you for another distribution list number. To delete another list, go to [step 3](#).
- 6 To exit without deleting the list, use the [Cancel] softkey.
Result: The system returns you to the Distribution Lists softkeys screen.

Chapter 12

General administration—an overview

In this chapter

General Administration

12-2

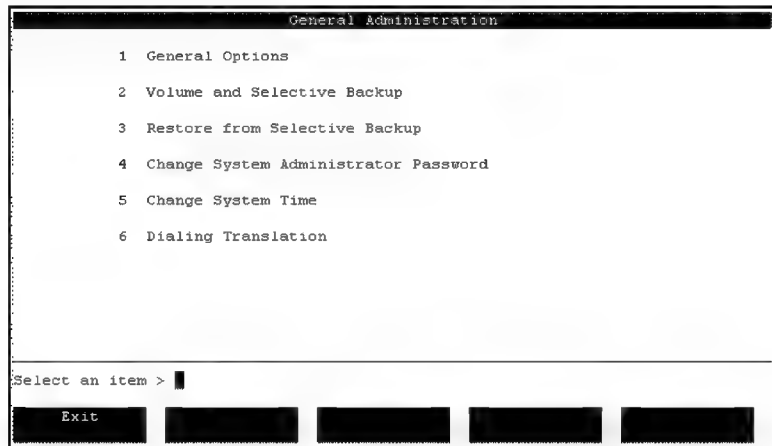
General Administration

Introduction

This chapter provides an overview of the General Administration menu and related screens.

The General Administration menu

When you select the General Administration option from the main menu, the General Administration menu appears.



General Options

The General Options option allows you to

- view installed features
- assign Classes of Service to the system
- configure the following
 - attendant DN
 - date formats for reports
 - SEER printer

Volume and Selective Backup

The Volume and Selective Backup option allows you to make backup copies of some or all of the data stored on your hard disk. You can perform the following types of backups:

- full backup to tape
- selective backup of users
- selective backup of services

Restore from Selective Backup

The Restore from Selective Backup option allows you to restore data that was selectively backed up to tape.

Note: If you want to restore your system using the data from a full backup, you must use the Restore from backup utility available on the Install/data tape.

Change System Administrator Password

The Change System Administrator Password option allows you to change the password for the administration terminal. Your password should be changed on a regular basis to ensure maximum security.

Change System Time

The Change System Time option allows you to change your system time.

Related chapters

The following table describes which chapter you should refer to when using one of the General Administration menu options.

For the following option	See
General Options	Chapter 13, “General options.”
Volume and Selective Backup	Chapter 15, “Back up and restore Meridian Mail Compact Option data.”
Restore from Selective Backup	Chapter 15, “Back up and restore Meridian Mail Compact Option data.”
Change System Administrator Password	Chapter 16, “Password and system time changes.”
Change System Time	Chapter 16, “Password and system time changes.”
Dialing Translation	Chapter 16, “Dialing translations.”

Chapter 13

General options

In this chapter

<u>Overview</u>	<u>13-2</u>
<u>Accessing the General Options screen</u>	<u>13-3</u>
<u>Modifying the system name and system number</u>	<u>13-5</u>
<u>Defining the system addressing length and the supervised transfer delay</u>	<u>13-8</u>
<u>Verifying installed features</u>	<u>13-10</u>
<u>Assigning classes of service to the system</u>	<u>13-11</u>
<u>Setting the attendant DN</u>	<u>13-13</u>
<u>Setting the date format for reports</u>	<u>13-16</u>
<u>Setting printer port names</u>	<u>13-18</u>

Overview

Introduction

Defining general system options involves:

- assigning classes of service to the system
- defining the attendant DN
- setting the date format for reports
- specifying the SEER printer and Reports printer port names

Modifying general options

Review the default settings in the General Options screen to see which fields you need to modify in order to customize the system to satisfy your requirements.

Accessing the General Options screen

Introduction

All of the procedures in this chapter are performed from the General Options screen.

Procedure

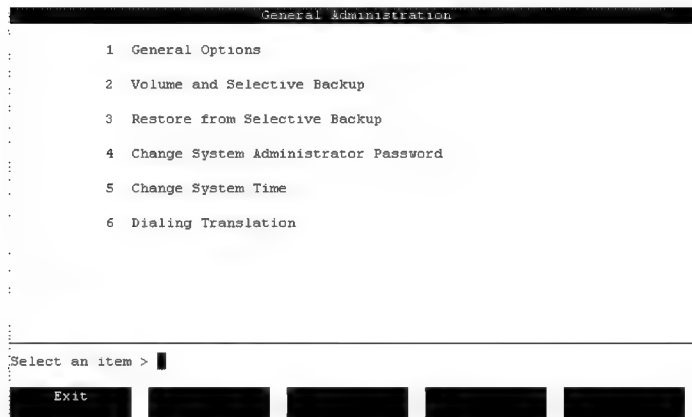
To access the General Options screen, follow these steps.

Starting Point: The Main Menu

Step Action

- 1 Select General Administration and press Return.

Result: The General Administration menu appears.



Step Action

2 Select General Options and press Return.

Result: The General Options screen appears.

```

General Administration
General Options

System Name:      MeridianMail Compact Option
System Number:    0
System Addressing Length: 0
Supervised Transfer Delay (CS): 200

Available Features:
                  Integrated Mailbox Administration
                  Voice Messaging (NMUI)
                  Voice Menus & Announcements
                  Meridian Mail Networking

Class of Service Selection:  _ _ _ _ _
                             _ _ _ _ _
Select a softkey >

```

Save
Cancel

None Below

Modifying the system name and system number

- Introduction

The system name and system number are defined during installation.
- When to use

Use this procedure if you need to modify the system name and/or number that was defined during installation.
- The General Options screen

The dotted box highlights the fields in the General Options screen in which you define the system name and number.

General Administration

General Options

System Name:MeridianMail Compact Option

System Number:0

System Addressing Length:0

Supervised Transfer Delay (CS):200

Available Features:

Integrated Mailbox Administration

Voice Messaging (HMUI)

Voice Menus & Announcements

Meridian Mail Networking

Class of Service Selection:

Select a softkey >

Save

Cancel

Field descriptions

This table describes the fields used to define the system name and number.

System Name

Description	This is the name by which Meridian Mail Compact Option is identified. This name is printed on all reports and lists in Meridian Mail Compact Option.
Default	The name supplied during installation.
Maximum length	You can enter up to 30 alphanumeric characters.

System Number

Description	This field is prefilled with the number supplied during system installation. The system number must match the Option11C Compact's customer number.
Attention	Because this number is entered during installation, you should not have to change it. If there is a mismatch with the Option11C Compact's customer number, certain Meridian Mail Compact Option features that dial out (such as call sender and thru-dial) will not work.
Default	The value supplied during installation.

Procedure

To change the system name or number, follow these steps.

Starting Point: The General Options screen

Step Action

- 1 Delete the current name and enter the new name in the System Name field.
 - 2 Change the system number, if necessary.
Attention: The system number must equal the Option11C Compact's customer number.
Note: If you modify the system number, you must reboot the system for the change to take effect.
 - 3 Have you finished modifying general options?
 - If yes, press [Save] to save your changes and return to the General Administration menu.
 - If no, go to the next procedure to continue modifying general options, or press [Cancel] to return to the General Administration menu without saving your changes.
-

Defining the system addressing length and the supervised transfer delay

- System addressing length

For systems connected to Option11C Compact, the system addressing length should be set to 0 to disable address expansion. This is the default.
- The General Options screen

The dotted box highlights the fields in the General Options screen in which you define the system addressing length and supervised transfer delay.

General Administration

General Options

System Name:

MeridianMail Compact Option

System Number:

0

System Addressing Length:

0

Supervised Transfer Delay (CS):

200

Available Features:

Integrated Mailbox Administration

Voice Messaging (MHUI)

Voice Menus & Announcements

Meridian Mail Networking

Class of Service Selection:

— — — — —

— — — — —

Select a softkey >

MORE BELOW

Save

Cancel

- Procedure

To change the system addressing length and supervised transfer delay, follow these steps.
- Starting Point:

The General Options screen

Step Action

- 1 Leave the system addressing length as 0.
 - 2 If the current delay is too short to detect busy signals, then increase the value in the Supervised Transfer Delay field.
 - 3 Have you finished modifying general options?
 - If yes, press [Save] to save your changes and return to the General Administration menu.
 - If no, go to the next procedure to continue modifying general options, or press [Cancel] to return to the General Administration menu without saving your changes.
-

Verifying installed features

When to use Use this procedure if you need to verify the features that are installed on your system.

The General Options screen View the list of Available Features in the General Options screen.

General Administration

General Options

System Name: MeridianMail Compact Option

System Number: 0

System Addressing Length: 0

Supervised Transfer Delay (CS): 200

Available Features:

- Integrated Mailbox Administration
- Voice Messaging (MMUI)
- Voice Menus & Announcements
- Meridian Mail Networking

Class of Service Selection: _ _ _ _ _

Select a softkey > MORE BELOW

Save Cancel [] [] []

Possible features These are the features that may be installed on your system:

- Voice Messaging
- Call Answering
- Express Messaging
- Enterprise Networking
- Voice Menus and Announcements

This feature allows you to create the following voice services: Voice Menus, Announcements, Thru-Dial services, Time-of-Day Controllers, Prompt Maintenance, and Remote Activation.

- Dual Language Prompting

Assigning classes of service to the system

Introduction

Once you have created Meridian Mail Compact Option classes of service (through Class of Service Administration), you must assign them to the system. Otherwise, they will not be available when you add local voice users.

The General Options screen

The dotted box highlights the fields in which you assign classes of service to the system.

General Administration		MORE ABOVE
General Options		
Meridian Mail Networking		
Class of Service Selection:	_ _ _ _ _ _ _ _ _ _	
Attendant DN:	0	
Date Format for Administration and Maintenance Reports:	mm/dd/yy yy/mm/dd dd/mm/yy	
Valid printer port/device names can be viewed by selecting View/Modify for each printer from Data Port Configuration in the Hardware Administration menu.		
SEER Printer Port Name:	_____ (Blank implies the console port)	
Reports Printer Port Name:	_____ (Blank implies the console port)	
Select a softkey >		
Save	Cancel	

Field description

You enter the classes of service that you want to assign to the system in the Class of Service Selection fields.

When adding local voice users, you will assign them to one of the COSs specified here.

Default

All fields are blank.

Maximum number of classes of service

You can enter up to 15 classes of service in these fields.

Procedure

To assign classes of service, follow these steps.

Starting Point: The General Options screen

Step Action

- | | |
|---|--|
| 1 | Use the cursor keys to move to the Class of Service Selection field. |
| 2 | Enter up to 15 classes of service in the Class of Service Selection fields. |
| 3 | Have you finished modifying general options? <ul style="list-style-type: none">• If yes, press [Save] to save your changes and return to the General Administration menu.• If no, go to the next procedure to continue modifying general options, or press [Cancel] to return to the General Administration menu without saving your changes. |
-

Setting the attendant DN

The attendant DN	The Attendant DN is the extension number to which a caller is transferred when the user's revert DN is unsuccessful or undefined.
The revert DN	When adding users, you can define a unique revert DN for each user. If the Custom Revert DN feature is enabled, users can define their own revert DN's from their telsets.
When the attendant DN is used	The Attendant DN that is defined in General Options is used if the revert DN is not defined or the call is not successfully transferred to the user's revert DN. The revert DN and attendant DN are used under two conditions. Call answering A caller can press "0" during a call answering session in order to transfer to another number (such as that of an attendant or secretary). This gives callers the chance to transfer to a person for assistance. Mailbox thru-dial (extension dialing) Mailbox thru-dial allows MMUI users to dial a number while they are logged into their mailbox. The user enters "0" followed by the number. If the user waits for more than 2 seconds after entering "0", he or she is transferred to the revert DN.
See also	For more information, see "The revert DN" on page 8-24.
The General Options screen	The dotted box highlights the field in which you define the Attendant DN.

General Administration		MORE ABOVE
General Options		
Meridian Mail Networking		
Class of Service Selection:	_ _ _ _ _	
Attendant DN:	0	
Date Format for Administration and Maintenance Reports:	mm/dd/yy yy/mm/dd dd/mm/yy	
Valid printer port/device names can be viewed by selecting View/Modify for each printer from Data Port Configuration in the Hardware Administration menu.		
SEER Printer Port Name:	(Blank implies the console port)	
Reports Printer Port Name:	(Blank implies the console port)	
Select a softkey >		
Save	Cancel	

Field description

This field may be left blank. However, it is recommended that you define this DN so that it can serve as a backup if the user's revert DN is not defined or unsuccessful.

Maximum length

You can enter a DN that is up to 30 digits in length. This DN can begin with 0.

Default

0

Procedure

To change the attendant DN, follow these steps.

Starting Point: General Options screen

Step Action

- 1 Use the cursor keys to move to the Attendant DN field.
 - 2 Do you want to revert callers to a DN other than 0?
 - If yes, delete the current DN and enter the new DN in the Attendant DN field.
 - If no, leave the Attendant DN field set to 0.
 - 3 Have you finished modifying general options?
 - If yes, press [Save] to save your changes and return to the General Administration menu.
 - If no, go to the next procedure to continue modifying general options, or press [Cancel] to return to the General Administration menu without saving your changes.
-

Setting the date format for reports

Introduction The date format that is selected in General Options is used on administration and maintenance reports.

The General Options screen The dotted box highlights the field in which you specify the date format.

General Administration

More Above

General Options

Meridian Mail Networking

Class of Service Selection:

Attendant DN: 0

Date Format for Administration and Maintenance Reports:

mm/dd/yy

 yy/mm/dd dd/mm/yy

Valid printer port/device names can be viewed by selecting View/Modify for each printer from Data Port Configuration in the Hardware Administration menu.

SEER Printer Port Name: (Blank implies the console port)

Reports Printer Port Name: (Blank implies the console port)

Select a softkey >

Save

Cancel

Field description The date format selected in the Date Format for Administration and Maintenance Reports field affects the following:

- reports generated by Meridian Mail Compact Option (including operational measurements)
- SEERs
- the format for inputting dates in Meridian Mail Compact Option screens

Default
The default is mm/dd/yy.

Valid options

You can choose from the following date formats:

- mm/dd/yy (default)
- yy/mm/dd
- dd/mm/yy

Procedure

To change the date format, follow these steps.

Starting Point: The General Options screen

Step Action

- | | |
|---|--|
| 1 | Use the cursor keys to move to the date format field. |
| 2 | Select the date format you want used on reports and in screens. |
| 3 | Have you finished modifying general options? <ul style="list-style-type: none">• If yes, press [Save] to save your changes and return to the General Administration menu.• If no, go to the next procedure to continue modifying general options, or press [Cancel] to return to the General Administration menu without saving your changes. |
-

Setting printer port names

Introduction

You can define separate printer port names for a SEER printer and a reports printer.

If you do not define these printer port names, SEERs and/or reports are printed to the console printer port.

The General Options screen

The dotted box highlights the fields in which printer port names are defined.

General Options

Meridian Mail Networking

Class of Service Selection: _____

Attendant DN: 0

Date Format for Administration and Maintenance Reports: mm/dd/yy yy/mm/dd dd/mm/yy

Valid printer port/device names can be viewed by selecting View/Modify for each printer from Data Port Configuration in the Hardware Administration menu.

SEER Printer Port Name: _____ (Blank implies the console port)

Reports Printer Port Name: I _____ (Blank implies the console port)

Select a softkey >

Save Cancel [] [] []

Field descriptions

This table describes the printer port name fields.

SEER Printer Port Name

Description	This is the printer port to which the SEER printer is connected.
Requirement	You must have additional data ports on an RSM card to support a SEER printer. They must be defined as printer ports in the hardware database.

Default	Blank If this field is left blank, the SEERs will print to the console printer port.
Maximum length	The printer port name may be up to 12 alphanumeric characters long.

Reports Printer Port Name

Description	This is the printer port to which the Reports printer is connected. Operational measurements and general print jobs from the administration terminal are sent to this printer.
Requirement	The data ports must be defined as printer ports in the hardware database.
Default	Blank If this field is left blank, the reports will print to the console printer port.
Maximum length	You can enter a printer port name up to 12 alphanumeric characters long.

Procedure

To set or change the printer port names, follow these steps.

Starting Point: The General Options screen

Step	Action
------	--------

- | | |
|---|---|
| 1 | Use the cursor keys to move to the printer name field to be modified. |
| 2 | Have you set up a special printer for SEERs? <ul style="list-style-type: none">• If Yes, enter its port name in the SEER Printer Port Name field.• If No, leave this field blank and proceed to the next step. |
| 3 | Have you set up a special printer for printing reports? <ul style="list-style-type: none">• If Yes, enter its port name in the Reports Printer Port Name field.• If No, leave this field blank and proceed to the next step. |
| 4 | You are finished defining general options. Do you want to save your changes? <ul style="list-style-type: none">• If yes, press [Save].
Result: The changes are saved, and you are returned to the General Administration screen.• If no, press [Cancel].
Result: The changes are not saved, and you are returned to the General Administration screen. |
-

Chapter 14

Volume administration

In this chapter

<u>Overview</u>	<u>14-2</u>
<u>Volume names</u>	<u>14-3</u>
<u>Volume contents</u>	<u>14-4</u>
<u>Voice storage capacity</u>	<u>14-5</u>
<u>Checking volume capacity and usage levels for your system</u>	<u>14-6</u>

Overview

Introduction

Meridian Mail Compact Option systems have one node which contains a hard disk drive for data storage. The hard disk drive is partitioned into a volume. A volume is a storage area for system and user-related information.

Volume administration involves making backup copies of some or all of the data stored on a hard disk. If a disk fails, data can be restored from the backup so that the system can be brought back into service quickly with minimal loss of information.

Volume names

Introduction

Volume names are used to identify volume partitions on hard disk drives. The volumes are already set up when your Meridian Mail Compact Option system is installed.

Definition

The hard disk on the node is a single volume (VS1) partitioned into two volume types: VS1T and VS1V. The “T” stands for a text volume having a 1-kbyte block size. The “V” is a voice volume having an 8-kbyte block size.

Volume contents

Introduction

The two types of volumes, system and user, contain different sets of information. For backup purposes, it is important to be aware of the type of information stored on each volume type.

System and user volume

The system and user volume VS1 contains the information listed below:

- each user's personal verification
- system profile
- corporate directory
- operation measurement traffic and billing data
- program software
- network database
- voice menus and announcements
- voice prompts
- messages
- greetings

Voice storage capacity

Voice storage capacity The following table shows the voice storage capacity for the Meridian Mail Compact Option system.

Voice Storage capacity		Maximum hours available for voice storage
System Size	Total hours per volume	VS1
1-node	10	2
	24	3.5

Checking volume capacity and usage levels for your system

Description

The Volume and Selective Backup screen displays the volume on your system, its designated use, capacity in kbytes and equivalent hours and minutes, and the percentage of voice and data storage currently used.

Accessing the Volume and Selective Backup screen

To access the Volume and Selective Backup screen, follow these steps.

Starting Point: The Main Menu

Step	Action
1	Select General Administration.
2	Select Volume and Selective Backup.

Result: The Volume and Selective Backup screen is displayed.

Volume and Selective Backup screen

The following shows the Volume and Selective Backup screen.

General Administration							
Volume and Selective Backup							
Volume Name	Use	Volume Size		Usage(%Full)		Number of	
		Data (KBytes)	Voice (KBytes)	Data	Voice	Mailboxes	
VS1	System	23744	219776	26:57	54	8	9
Selective	Messaging&PDLs						
Selective	Services						
Total number of mailboxes on the system							9

Move the cursor to the desired items and press the space bar to select.

Exit	Backup To Tape		Backup Status	View/Delete Schedule
------	----------------	--	---------------	----------------------

Field descriptions

This table describes the fields in the Volume and Selective Backup screen.

Volume Name

Description	Displays the name of the volume. The volume name indicates the type of data contained on the volume, and the node on which it resides.
Format	Volume names are in the format VS1T and VS1V. The region of the volume (x) is not displayed.
Valid options	Any of the listed volumes.

Use

Description	Describes the type of volume, either system or user.
-------------	--

Volume Size Data (Kbytes)

Description	Displays the amount of storage allocated for blocks of data on the volume.
Measurement	Storage is expressed in thousands of bytes (Kbytes).

Volume Size Voice (Kbytes)

Description	Displays the amount of storage allocated for blocks of voice data on the volume.
Measurement	Storage is expressed in thousands of bytes (Kbytes).

Volume Size Voice (hh:mm)

Description	Displays the amount of storage allocated for blocks of voice data on the volume.
Measurement	Storage is expressed in hours and minutes.

Usage (% Full) Data

Description	Displays the percentage of allocated data storage currently in use.
-------------	---

Usage (% Full) Voice

Description	Displays the percentage of allocated voice storage currently in use.
-------------	--

Number of Mailboxes

Description	Displays the number of local voice users on the volume.
-------------	---

Dependency	This number is dependent on the number of voice users configured for your system.
------------	---

Total number of mailboxes on the system

Description	Displays the total number of mailboxes on the system.
-------------	---

Checking disk capacity and usage levels

For information on checking disk capacity and usage levels for your system, see “Disk Usage Detail report” on page 30-38.

Chapter 15

Back up and restore Meridian Mail Compact Option data

In this chapter

<u>Overview</u>	<u>15-2</u>
<u>Section A: Preparing for backups</u>	<u>15-3</u>
<u>Section B: Volume backups to tape</u>	<u>15-13</u>
<u>Section C: Selective backup of users and services</u>	<u>15-19</u>
<u>Section D: Scheduled backups</u>	<u>15-33</u>
<u>Section E: Backup maintenance</u>	<u>15-39</u>
<u>Section F: Restoring information from a Selective backup</u>	<u>15-45</u>

Overview

Description

This chapter

- explains the importance of Meridian Mail Compact Option system backups
- suggests which volumes to back up, and how frequently
- describes selective backup of mailboxes and services
- describes the two available backup media, and how to perform a backup with either one
- describes the procedures for scheduling a backup to occur automatically at a later time, and for checking on the status of a backup in progress
- describes procedures for restoring selective backup data from backup media (disk or tape) back to the Meridian Mail Compact Option system

Section A **Preparing for backups**

In this section

<u>Overview</u>	<u>15-4</u>
<u>The two types of backups</u>	<u>15-5</u>
<u>Selective backup</u>	<u>15-6</u>
<u>Volume backup</u>	<u>15-8</u>
<u>How often to do backups</u>	<u>15-9</u>
<u>Disk backup or tape backup</u>	<u>15-11</u>
<u>Before you perform a backup</u>	<u>15-12</u>

Overview

Introduction

This section describes the two types of backups done on an Meridian Mail Compact Option system: selective and volume (full).

It is important to perform backups regularly as they provide a safeguard against disk failure. Recovery from a system where no backups have been made entails a complete reentry of all user and site-specific information.

The Volume and Selective Backup screen

The following is an example of the Volume and Selective Backup screen where backup options are accessed.

General Administration							
Volume and Selective Backup							
Volume Name	Use	Volume Size			Usage(%Full)		Number of Mailboxes
		Data (KBytes)	Voice (KBytes)	(hh:mm)	Data	Voice	
VS1	System	23744	219776	26:57	54	8	9
Selective	Messages&PDLs						
Selective	Services						
Total number of mailboxes on the system							9

Move the cursor to the desired items and press the space bar to select.

Exit	Backup To Tape		Backup Status	View/Delete Schedule
------	----------------	--	---------------	----------------------

The two types of backups

Introduction

There are two types of backups that can be performed:

- selective
- volume (full)

Description

The two backup options allow you to select the appropriate type for your backup.

Selective backup

Selective backups allow you to back up user messages and personal distribution lists. Selective backup also enables you to back up mailboxes by specific criteria (such as volume or department).

Volume backup

Volume backups back up all volumes on your system, including voice and data from system and user volumes.

Selective backup

Introduction The selective backup option provides online backups for user messages and personal distribution lists (PDLs).

Description The selective backup feature provides you with considerable flexibility in backing up data. User messages and PDLs may be backed up at any time or as part of the regular backup schedule.

Backup criteria for messages and PDLs To use the selective backup option, you must select a criteria by which to back up from the list below. You can select only one criteria per selective backup, and this criteria defines the content to be backed up:

- all messages and PDLs of all users on the system
- by volume, up to the total number of volumes on the system
- by classes of service, up to 15
- by departments, up to five input areas. The wildcards '+' and '_' are permitted so that more than five departments may be backed up.
- by individually specified mailboxes, up to 10 input areas. The wildcards '+' and '_' are permitted so that more than 10 mailboxes may be backed up.

Note: Only one wildcard can be used per input field, and it should be the last character.

Example

Valid	Invalid
805+	80+1
805_	80_1

Backup criteria for voice services

One of the following criteria must be selected for the selective backup of voice services:

- all voice services on the system
- by service ID, up to 30 input areas. The wildcards '+' and '_' are permitted so that more than 30 services may be backed up.

Note: Only one wildcard can be used per input field, and it should be the last character.

Example

Valid	Invalid
805+	80+1
805_	80_1

Backup order

If a selective backup is chosen together with a regular backup, the volume backups will always be done first. The selective backup will always be the last backup on the tape.

Volume backup

Introduction A volume backup is used to back up all system and user voice and data on the entire system. A volume backup is not normally done unless significant changes have been made to your system.

Data that is backed up A volume backup backs up all system data including

- the user database
- spoken names (personal verification)
- voice services (voice menus)
- users' voice data (including voice messages and greetings)

Volumes that are backed up A volume backup saves the following volumes:

- VS1T
- VS1V

VS1B VS1B is a temporary volume that is created during backup and is copied to tape. It is automatically deleted from disk once the backup is complete.

How often to do backups

Introduction

Backups should be performed regularly. Recovery from a system where no backups have been made entails a complete reentry of all user and site-specific information.

Nightly audits

Nightly VS audits permit an overnight volume backup. If a backup is running, the VS audit will be repeatedly delayed until either the backup completes, or a specified time limit, set upon installation, is reached (around 4:30 a.m.). If the time limit is reached, the VS audit will force the backup to be aborted.

Backup considerations

Keep the following in mind when determining how often and when to do backups:

- Backups should be carried out at a time when the system is relatively quiet, or outside the regular business hours for your organization.
- Do not back up the system while it is being actively used (more than half the ports or channels are active). The system may not have enough resources to complete the backup.

Location of voice services

The voice services (such as voice menus and thru-dialers) are stored on VS1.

System backup requirements

A field support representative can restore a system to the state it was in at the time of the last backup. To ensure that this recovery process is complete, you should make certain that you have on hand a complete set of backup tapes.

If no backups have been kept, a complete reentry of all user and site-specific information will be required. How often you back up your data is influenced by how often changes are

made to user and system information. If you make important changes to the system daily, then daily backups may be in order.

Disk backup or tape backup

Introduction

Meridian Mail Compact Option offers tbackups to tape.

Tape backup

Backup to tape allows for the backup of the entire Meridian Mail Compact Option system including voice and data on all volumes. This provides you with a volume backup copy of all information needed to restore your system to volume working order in case of failure.

Your Meridian Mail Compact Option system has a tape drive capable of reading and writing industry-standard 1/4-inch data cartridges.

Before you perform a backup

Overview

There are many considerations that need to be taken into account before performing a backup.

Timing

Avoid backing up the system between the hours of 1:00 a.m. and 5:00 a.m. since important system audits take place during these hours.

Do not back up the system when it is operating above 50 percent of the rated capacity for call answering, voice messaging, and port usage. Try to choose the lowest traffic time outside of the audit hours.

Storage

Backup tapes should be stored in a secure area free of electromagnetic fields. Important backups should be stored off-site for added security.

Store tapes in their cases, label them clearly, and set the write protection tab (turn the rotating knob until the arrow points to Safe).

Other backup considerations

Consider the following before backing up:

- Restoring from a volume backup from tape involves downtime as the system is booted from tape and data is restored onto the disk.
- Do not use Northern Telecom (Nortel) software distribution tapes for backing up your system; these tapes are important for recovering from disk failures.
- Do not reuse the same tapes for consecutive backups. It is recommended that you maintain at least two sets of backup tapes and that you use these sets in rotation.

Section B **Volume backups to tape**

In this section

[Overview](#)

[15-14](#)

[Performing a volume backup to tape](#)

[15-16](#)

Overview

Introduction	This section details information on volume backups to tape.
Types of tape drives	Meridian Mail Compact Option supports two tape drives: the Tandberg TDC4220 drive, and the Archive Viper drive. The Tandberg TDC4220 drive reads and writes tapes with a capacity up to 2.5 Gbytes and is backwards compatible with all existing Meridian Mail Compact Option tapes. The Archive Viper drive supports a maximum storage capacity of 250 Mbytes, and should be used only with DC6250 tapes.
	CAUTION Risk of tape load failure Use of 6150 tapes may cause tape load failures. 6150 tapes are no longer supported.
Using the Archive Viper tape drive	When using a Viper tape drive, insert the tape with the metal side facing the left side of the drive and the opening on the tape facing up. Once the tape is inserted, secure it by pressing down on the lever on top of the opening until the latch catches. To remove a tape, slide the latch up and the tape will be ejected.
Using the Tandberg tape drive	When using a Tandberg tape drive, press the Release button to open the door. (If there is a tape in the drive already, remove it.) Gently push the tape into the drive and close the door. To remove a tape, press the Release button to open the door and remove the tape.
Write-protection	Tape cartridges can be write-protected by turning the rotating knob on the cartridge until the arrow points to the Safe

indicator. Any attempt to write on a write-protected cartridge will generate an error.

Tape errors

If a tape error occurs during backup, you do not have to restart the backup process from tape 1. Follow the instructions as they appear on your screen. In some instances, you are required to keep the tape, as the data that was recorded is not corrupt; in other instances, you will be required to discard the tape. At this stage, you should clean the tape heads before inserting another tape. See [“Cleaning/maintaining the tape drive” on page 15-43.](#)

Performing a volume backup to tape

Introduction A volume backup to tape backs up all of your system and user voice and data.

Labeling backup tapes During every backup, all tapes should be labeled and numbered as they are removed from the tape drive.

Backup tape requirements and time estimates The following table lists the backup tape requirements for a volume backup for each system.

One volume backup (250-Mbyte tapes)	
System	# Tapes
1-node	
24h	2

Procedure To perform a volume backup to tape, follow these steps.

Starting Point: The Main Menu

Step	Action
------	--------

- | | |
|---|--|
| 1 | Select General Administration.
Result: The General Administration screen appears. |
| 2 | Select Volume and Selective Backup.
Result: The Volume and Selective Backup screen appears. |
| 3 | Position the cursor on the volume you want to back up, and press <Space Bar> to select it.
Note: It is recommended that you back up only one volume at a time. However, you can select more than one volume. |
| 4 | Press [Backup to Tape].
Result: The Disk to Tape Backup screen appears. |

Step Action

- 5 Enter an appropriate label for this backup.
 - 6 Use the arrow keys to move to the Backup Options column.
Select Voice and Data for a volume backup.
 - 7 Do you want to back up now?
 - If yes, then press [Immediate Backup] and [go to step 8](#).
Result: If you select Immediate Backup, the softkeys change to [OK to Start Backup] and [Cancel]. The system also displays how much data (in Mbytes) will be backed up.
 - If no, go to [“Scheduling the backup for a later time” on page 15-34](#).
 - 8 Insert the tape for backup into the tape drive.
See [“Overview” on page 15-14](#) for information on inserting tapes.
 - 9 Do you want to continue with the backup?
 - If yes, press [OK to Start Backup] to initiate the backup.
Result: The tape is automatically retensioned.
 - If no, press [Cancel] to return to the Disk to Tape backup screen.
 - 10 If the tape becomes full, you are prompted to insert the next tape.
Note: Do not remove the tape from the tape drive until it has finished rewinding.
 - 11 Repeat this procedure until all volumes have been backed up.
-

Section C **Selective backup of users and services**

In this section

<u>Overview</u>	<u>15-20</u>
<u>Backing up all users</u>	<u>15-22</u>
<u>Backing up individual users</u>	<u>15-24</u>
<u>Backing up all users in a specified volume</u>	<u>15-26</u>
<u>Backing up all users assigned to a particular class of service</u>	<u>15-28</u>
<u>Backing up all users in a specific department</u>	<u>15-30</u>

Overview

Introduction	The selective backup feature allows for the selective backup of user messages and personal distribution lists (PDLs). Selective backups can be performed as immediate backups or scheduled on a regular basis.
Example	The Selective Backup and Restore feature allows users to request a backup of their messages and PDLs for safekeeping, and can have them restored at any time. If scheduled daily selective backups are being done, the user can request the restore of an accidentally deleted message or PDL and have it restored from the previous day's backup.
Flexibility	The selective backup feature offers new flexibility in backing up and restoring data. User messages and PDLs may be backed up at any time or as part of the regular backup schedule.
Selective backup criteria	When specifying which data to back up, there are a number of criteria from which to choose. To back up messages and PDLs, one (and only one) of the following criteria may be used: • all the messages and PDLs of all users on the system • by volume, up to the total number of volumes on the system • by classes of service, up to 15 • by departments, up to five input areas • by individually specified mailboxes, up to 10 input areas (more can be backed up using the wildcards '+' and '_') For services, one of the following criteria may be used: • all services on the system

- by service ID, up to 30 input areas (more can be backed up using the wildcards '+' and '_')

Backing up all users

Introduction The selective backup All option backs up all mailboxes on the system.

Labeling backup tapes During every backup, all tapes should be labeled and numbered as they are removed from the tape drive.

Procedure To perform a selective backup of all users, follow these steps.

Starting Point: The Main Menu

Step	Action
1	Select General Administration. Result: The General Administration screen appears.
2	Select Volume and Selective Backup. Result: The Volume and Selective Backup screen appears.
3	Use the arrow keys to move to SELECTIVE BACKUP Messages and PDLs, press the Space Bar, and then press [Backup To Tape]. Result: The Disk to Tape Backup window appears.
4	Enter an appropriate label for this selective backup.
5	Use the Space Bar or arrow keys to select All, and press the Tab key.
6	Enter the appropriate label for this selective backup.
7	Do you want to back up now? - If yes, then press [Immediate Backup]. Result: The softkeys change to [OK to Start Backup] and [Cancel]. - If no, go to "Scheduling the backup for a later time" on page 15-34.

Step Action

- 8 Insert the tape for backup into the tape drive.
See ["Overview" on page 15-14](#) for information on inserting tapes.
 - 9 Do you want to continue with the backup?
 - If yes, press [OK to Start Backup].
Result: The tape is automatically retensioned.
 - If no, press [Cancel] to return to the Disk to Tape Backup screen.
 - 10 If the tape becomes full, you are prompted to insert the next tape.
Note: Do not remove the tape from the tape drive until it has finished rewinding.
-

Backing up individual users

Introduction The selective backup Individual option allows you to select specific mailboxes for backup by mailbox number.

Up to 10 individual mailbox input areas are provided, but the actual number of mailboxes may be much larger with the use of wildcards ('+' and '_').

Labeling backup tapes During every backup, all tapes should be labeled and numbered as they are removed from the tape drive.

Procedure To perform a selective backup of specified individual users, follow these steps.

Starting Point: The Main Menu

Step	Action
1	Select General Administration. Result: The General Administration screen appears.
2	Select Volume and Selective Backup. Result: The Volume and Selective Backup screen appears.
3	Use the arrow keys to move to SELECTIVE BACKUP Messages and PDLs, press the Space Bar to select it, and then press [Backup To Tape]. Result: The Disk to Tape Backup window appears.
4	Enter an appropriate label for this selective backup.
5	Use the Space Bar or arrow keys to select Individual, and press the Tab key.
6	Enter the mailbox numbers for all individual mailboxes to back up. Use wildcards '+' and '_' to specify more than 10 mailboxes. Note: Wildcards are only permitted as the last character of an input, and only one wildcard is allowed per input field.

Step Action

- 7 Do you want to back up now?
 - If yes, then press [Immediate Backup].
Result: The softkeys change to [OK to Start Backup] and [Cancel].
 - If no, go to [“Scheduling the backup for a later time” on page 15-34.](#)
 - 8 Insert the tape for backup into the tape drive.
See [“Overview” on page 15-14](#) for information on inserting tapes.
 - 9 Do you want to continue with the backup?
 - If yes, press [OK to Start Backup].
Result: The tape is automatically retensioned.
 - If no, press [Cancel] to return to the Disk to Tape Backup screen.
 - 10 If the tape becomes full, you are prompted to insert the next tape.
Note: Do not remove the tape from the tape drive until it has finished rewinding.
-

Backing up all users in a specified volume

Introduction The selective backup volume option backs up all users in the specified volume. As many volumes may be specified as are on the system.

Recommendation It is recommended that you perform selective backups on a different tape from other backups (such a volume backups.)

Labeling backup tapes During every backup, all tapes should be labeled and numbered as they are removed from the tape drive.

Procedure To perform a selective backup of specified volumes, follow these steps.

Starting Point: The Main Menu

Step	Action
------	--------

- | | |
|---|--|
| 1 | Select General Administration.
Result: The General Administration screen appears. |
| 2 | Select Volume and Selective Backup.
Result: The Volume and Selective Backup screen appears. |
| 3 | Use the arrow keys to move to SELECTIVE BACKUP Messages and PDLs, press Space Bar to select it, and then press [Backup To Tape].
Result: The Disk to Tape Backup window appears. |
| 4 | Enter an appropriate label for this selective backup. |
| 5 | Use the Space Bar or arrow keys to select Volume, and press the Tab key. |
| 6 | Enter the volume numbers to be backed up. |

Step Action

- 7 Do you want to back up now?
 - If yes, then press [Immediate Backup].
Result: The softkeys change to [OK to Start Backup] and [Cancel].
 - If no, go to [“Scheduling the backup for a later time” on page 15-34.](#)
 - 8 Insert the tape for backup into the tape drive.
See [“Overview” on page 15-14](#) for information on inserting tapes.
 - 9 Do you want to continue with the backup?
 - If yes, press [OK to Start Backup].
Result: The tape is automatically retensioned.
 - If no, press [Cancel] to return to the Disk to Tape Backup screen.
 - 10 If the tape becomes full, you are prompted to insert the next tape.
Note: Do not remove the tape from the tape drive until it has finished rewinding.
-

Backing up all users assigned to a particular class of service

Introduction The selective backup Class of Service option backs up selected classes of service. Up to 15 classes of service may be specified.

Recommendation It is recommended that you perform selective backups on a different tape from other backups (such a volume backups.)

Labeling backup tapes During every backup, all tapes should be labeled and numbered as they are removed from the tape drive.

Procedure To perform a selective backup of selected classes of service, follow these steps.

Starting Point: The Main Menu

Step	Action
------	--------

- | | |
|---|---|
| 1 | Select General Administration.
Result: The General Administration screen appears. |
| 2 | Select Volume and Selective Backup.
Result: The Volume and Selective Backup screen appears. |
| 3 | Use the arrow keys to move to SELECTIVE BACKUP Messages and PDLs, press Space Bar to select it, and press [Backup To Tape].
Result: The Disk to Tape Backup window appears. |
| 4 | Enter an appropriate label for this backup. |
| 5 | Use the arrow keys or space bar to move to COS (class of service) and press Tab. |
| 6 | Enter a list of class of service numbers to be backed up. |

Step Action

- 7 Do you want to back up now?
 - If yes, then press [Immediate Backup].
Result: The softkeys change to [OK to Start Backup] and [Cancel].
 - If no, go to ["Scheduling the backup for a later time" on page 15-34.](#)
 - 8 Insert the tape for backup into the tape drive.
See ["Overview" on page 15-14](#) for information on inserting tapes.
 - 9 Do you want to continue with the backup?
 - If yes, press [OK to Start Backup].
Result: The tape is automatically retensioned.
 - If no, press [Cancel] to return to the Disk to Tape Backup screen.
 - 10 If the tape becomes full, you are prompted to insert the next tape.
Note: Do not remove the tape from the tape drive until it has finished rewinding.
-

Backing up all users in a specific department

Introduction The selective backup Department option backs up all specified departments. Up to five departments may be specified, but the actual number of specified departments may be much larger with the use of wildcards ('+' and '_').

Recommendation It is recommended that you perform selective backups on a different tape from other backups (such a volume backups.)

Labeling backup tapes During every backup, all tapes should be labeled and numbered as they are removed from the tape drive.

Procedure To perform a selective backup of selected departments, follow these steps.

Starting Point: The Main Menu

Step	Action
------	--------

- | | |
|---|--|
| 1 | Select General Administration.
Result: The General Administration screen appears. |
| 2 | Select Volume and Selective Backup.
Result: The Volume and Selective Backup screen appears. |
| 3 | Use the arrow keys to move to SELECTIVE BACKUP Messages and PDLs, press Space Bar to select it, and press [Backup To Tape].
Result: The Disk to Tape Backup window appears. |
| 4 | Enter an appropriate label for this backup. |
| 5 | Use the arrow keys or Space Bar to select Dept, and press Tab. |
| 6 | Enter the department numbers to be backed up. Use wildcards '+' and '_' to specify more than 10 wildcards.
Note: Wildcards are only permitted as the last character of an input, and only one wildcard is allowed per input field. |

Step Action

- 7 Do you want to back up now?
 - If yes, then press [Immediate Backup].
Result: The softkeys change to [OK to Start Backup] and [Cancel].
 - If no, go to [“Scheduling the backup for a later time” on page 15-34.](#)
 - 8 Insert the tape for backup into the tape drive.
See [“Overview” on page 15-14](#) for information on inserting tapes.
 - 9 Do you want to continue with the backup?
 - If yes, press [OK to Start Backup].
Result: The tape is automatically retensioned.
 - If no, press [Cancel] to return to the Disk to Tape Backup screen.
 - 10 If the tape becomes full, you are prompted to insert the next tape.
Note: Do not remove the tape from the tape drive until it has finished rewinding.
-

Section D **Scheduled backups**

In this section

[Scheduling the backup for a later time](#) [15-34](#)

[Deleting a scheduled backup](#) [15-38](#)

Scheduling the backup for a later time

Introduction

The Schedule Backup screen allows you to schedule the backup frequency (daily, weekly, or monthly) and start time for your backup to occur. This allows you to schedule a backup for which you do not need to be present.

ATTENTION

Do not schedule important backups between 1:00 a.m. and 5:00 a.m. when important system audits occur. Do not schedule a backup if more than one tape is required.

The Schedule Backup screen This is the Schedule Backup screen.

General Administration

Schedule Backup to Tape

Backup frequency: Daily Weekly Monthly

Backup start time: 00:00

Tape Label: Tape 1

Information to backup: VS1 Backup Voice & Data

Select a softkey>

Save
Schedule

Cancel

Field descriptions

This table describes fields in the Schedule Backup screen.

Backup frequency

Description	This field determines how often scheduled backups occur.
Default	Weekly
Valid options	Daily, Weekly, Monthly

Weekly

Description	This field determines on which day of the week weekly backups occur.
Conditions of display	This field is displayed if the backup frequency is Weekly.
Default	Sun
Valid options	Sun, Mon, Tue, Wed, Thu, Fri, Sat

Day of Month

Description	This field determines on which day of the month monthly backups occur.
Conditions of display	This field is displayed only if the backup frequency is Monthly.
Default	1
Valid range	0 to 31

Backup start time

Description	This is the time of day at which scheduled backups begin.
Default	00:00
Valid range	00:00 to 23:59

Tape label

Description	This is the label that is given to the backup tape.
Default	Blank

Information to backup

Description	This field displays the volumes you have selected to back up, or the criteria specified for a selective backup.
-------------	---

Procedure

To schedule a backup, follow these steps.

Starting Point: The Main Menu

Step Action

- 1 Select General Administration.
Result: The General Administration screen appears.
- 2 Select Volume and Selective Backup.
Result: The Volume and Selective Backup screen appears.
- 3 Position the cursor on the volumes and selective backups you want to back up and press <Space Bar> to select them.
- 4 Press [Backup to Tape] or [Backup to Disk].
- 5 Press [Schedule Backup].
- 6 Move the cursor to the required backup frequency (daily, weekly, or monthly) and press Return.
Result: For weekly backups, the screen displays the days of the week; for monthly backups, the screen displays a prompt for the date on which the backups will occur.
- 7 For weekly backups, choose the day on which the backup will occur. For monthly backups, enter the required date.
- 8 Enter the backup start time.

Step Action

- | | |
|---|---|
| 9 | Do you want to save the schedule? <ul style="list-style-type: none">• If yes, press [Save Schedule].• If no, press [Cancel] to return to the Volume and Selective Backup screen. |
|---|---|
-

Deleting a scheduled backup

Introduction

The View/Delete Backup Schedule screen displays the currently scheduled backups. The screen is read-only and displays the current settings of the backup schedule, including the type of backup (to disk or tape), frequency of backup, start time, backup selection, and backup options.

Procedure

To delete a previously scheduled backup, follow these steps.

Starting Point: The Main Menu

Step	Action
------	--------

- | | |
|---|--|
| 1 | Select General Administration.
Result: The General Administration screen appears. |
| 2 | Select Volume and Selective Backup.
Result: The Volume and Selective Backup screen appears. |
| 3 | Press [View/Delete Schedule].
Result: The View/Delete Backup Schedule screen appears. |
| 4 | Press [Cancel Schedule].
Result: The schedule is deleted and you are returned to the Volume and Selective Backup screen. |
-

Section E **Backup maintenance**

In this section

[Checking the status of a backup](#) [15-40](#)

[Cleaning/maintaining the tape drive](#) [15-43](#)

Checking the status of a backup

Introduction

The Backup Status screen displays the current status of a backup, if one is in progress. The screen displays the time at which the backup started, time remaining for backup completion, volumes being backed up, selective backup criteria, and current progress of the backup. Time remaining will not be shown if selective backup was chosen.

The Backup Status screen: selective backup

This is the Backup Status screen for a selective backup.

Note: There is no Time Remaining field if Selective Backup is chosen.

```
General Administration
Backup Status
Backup Started:      7/30/97 15:41
Backup Completed:   Immediate backup in progress
Tape Label:         Tape 24
Backing Up Volumes: VS1
Backing Up Selected: Messages&PDLs: All

VS1T      3% done      █

Select a softkey>
Exit      [ ]      [ ]      [ ]      Abort Backup
```

Field descriptions

The following table provides field descriptions for the Backup Status screen.

Backup Started

Description	The date and time the current backup started.
Date format	The date format is determined by the Date Format for Administration and Maintenance Reports field in the General Options screen.

Time Remaining

Description	This is the time remaining to complete the backup, displayed in hh:mm.
Conditions of display	This field is not displayed if selective backup is chosen.

Backup Completed

Description	This is the date and time at which the backup was completed. If the backup is still in progress, this field displays "Immediate backup in progress."
-------------	---

Tape Label

Description	This is the label that was assigned to the tape.
-------------	--

Backup Volumes

Description	If a volume backup is being performed, this field displays the volume being backed up.
-------------	--

Backup Selected

Description	If a selective backup is being performed, this field displays the criteria chosen to selected users and/or services for backup.
-------------	---

Procedure

To check the status of a current backup, follow these steps.

Starting Point: The Main Menu

Step	Action
------	--------

- | | |
|---|--|
| 1 | Select General Administration.
Result: The General Administration screen appears. |
| 2 | Select Volume and Selective Backup.
Result: The Volume and Selective Backup screen appears. |
| 3 | Press [Backup Status].
Result: The Backup Status screen appears displaying information about the backup in progress, or about the last backup that was completed. |
| 4 | When you are finished viewing the status, you can exit the screen or abort the backup. <ul style="list-style-type: none">• To exit the Backup Status screen, press [Exit].• To abort a current backup, press [Abort Backup]. Result: You are returned to the Volume and Selective Backup screen. |
-

Cleaning/maintaining the tape drive

Guidelines

Preventive maintenance of the tape drive involves periodic cleaning after every four to six hours of use.

Precautions

To ensure reliable tape drive performance, you should establish a regular cleaning schedule and observe the following precautions:

- Maintain a clean, dust-free environment within the temperature and humidity limits listed in the specifications of the Meridian Mail Compact Option system.
- Keep all liquids away from the drive and tapes to prevent spills into the equipment.
- Exercise reasonable care when using and storing tape cartridges. Do not place cartridges on the Meridian Mail Compact Option cabinets, or on the monitor of the system administrator's terminal.
- When a stored tape is moved to an environment with a greatly different temperature, allow the tape to slowly reach room temperature before using it.
- Do not touch the tape surface.

Reference

For detailed procedures on cleaning and maintaining the tape drive, see the *Option 11C Compact Planning, Installation and Fault Clearing Guide* (NTP 553-3121-210).

Section F **Restoring information from a Selective backup**

In this section

[Overview](#) [15-46](#)

[Restore from Selective backup](#) [15-47](#)

Overview

Introduction	This section provides information on restoring from a Selective backup.
Description	The Selective Restore feature allows for an online restore of users' messages and individually specified Personal Distribution Lists (PDLs). An entire mailbox is not restored, only the messages and PDLs for an existing mailbox. When restoring a user's messages and PDLs, the user is locked out of his or her mailbox until the restore is complete.
Restoring messages and PDLs	In restoring both messages and PDLs, if one already exists, it is not overwritten. Call Answering Blocking Factor limits the number of call answering messages that can be deposited in a mailbox once the number of messages in the mailbox exceeds the mailbox storage limit.
Restore exceptions	Data not restored from a selective backup includes mailbox configuration such as passwords, auto-login, storage limits, login status, and other data kept in the user's profile.
The More Detail screen	The Restore from Selective Backup More Detail screen provides a summary of the data backed up on a backup tape. The More Detail screen is accessed by the [More Detail] softkey in the Selective Backup and Restore screen.

General Administration	
Restore from Selective Backup More Detail	
This Selective Backup Contains:	
Tape Label: JulysMessages&PDLs&ServicesBkup	Date: 07/24/97 Time: 11:36
Messages&PDLs	Individual
COS:	
4	1 3 5 8 6
Services	All
Exit	

Restore from Selective backup

Introduction

The Selective backup option allows you to restore messages, and PDLs. This procedure allows you to select to restore none, all, or individual messages and PDLs.

If you choose None, then nothing for that option will be restored. If you choose All, then everything for that option will be restored. If you choose Individual, then the system displays a list of the available Individual options from which to select. If you require more information about your restore tape, when in the Selective Restore screen, press [More Detail].

Procedure

To restore from a selective backup, follow these steps.

Starting Point: The Main Menu

Step	Action
------	--------

- | | |
|---|---|
| 1 | Select General Administration.
Result: The General Administration screen appears. |
| 2 | Select Restore from Selective Backup.
Result: The Restore from Selective Backup screen appears and prompts you to insert the restore tape in the tape drive. |
| 3 | Insert the tape in the tape drive, and press [OK to Read Tape].
Result: The tape drive retensions the tape. This takes approximately three to four minutes. Once the tape is retensioned, the screen displays the tape label and creation date.
Note: If you require more information about the restore tape that you are using, press [More Detail] which will present a more detailed summary of the criteria used to perform the initial backup. |
| 4 | Use the arrow keys or space bar to select one of None, All, or Individual for Messages and PDLs, and press Tab.
If you choose Individual, enter the mailbox(es), then select Yes or No for each of the Mailboxes, to restore messages or not respectively, and enter the PDL numbers you want to be restored. |
| 5 | Use the arrow keys or Space Bar to select one of None, All, or Individual for Services, and press Tab.
If you choose Individual, then enter the Service IDs that you want restored. |

Step Action

- 6 Once you have selected all the required restore options, press [Restore].
- Result:** The system begins to read the requested data from the tape and transfer it to disk. Status information is displayed as % complete in the Status field.
- Note:** When the restore is finished, a summary line will show the number of successes and failures for both mailboxes and services.
- 7 Do you want to perform another restore?
- If yes, repeat steps 3 to 7.
 - If no, go to step 9.
- 8 Press [Exit] to return to the General Administration screen.
-

Meridian Mail Compact Option

System Administration Guide

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Publication number:	555-7001-333
Product release:	11
Document release:	Standard 1.0
Date:	November 1997

Printed in Canada

NORTEL
NORTHERN TELECOM